

City of Santa Clara Evaluation Report on Implementation of the Hazard Mitigation Plan, August 24, 2021

Background

The City of Santa Clara's Hazard Mitigation Plan (HMP) was adopted by the City Council on December 19, 2017, as Annex L of the City's Emergency Operations Plan and is available on the City website in the Emergency Preparedness section. This Evaluation Report of the HMP documents the City's progress on hazard mitigation objectives determined in 2017 and was prepared by the City's Office of Emergency Services (OES) with input from the Hazard Mitigation Review Committee. This is the third year that the Committee is providing an evaluation to the City Council.

The Hazard Mitigation Review Committee, comprised of the same City Departments and private sector partners¹ that developed the HMP, discussed the progress of objectives via email, small group meetings and three committee meetings that were held on January 25, April 26, and June 28, 2021. This evaluation report has been updated to reflect changes made since the pandemic response. Quarterly meetings did resume in 2021 after Emergency Operations Center activities decreased in response to the current COVID-19 pandemic.

The HMP will be considered outdated as of December 19, 2022, but the City has submitted a Letter of Commitment to participate in the county-wide update of the HMP.

Community Outreach

This report will be submitted to the City Council during a meeting on August 17, 2021. In addition, the City will share information about the Evaluation Report through the City Manager's Blog. The blog is available online and distributed electronically to eNotify subscribers including the public and local media. The City will also publish the Evaluation Report on the City website, SantaClaraCA.gov, in the Public Works section.

Summary of Progress

Thirty objectives were identified in the HMP Action Plan in 2017, with three new objectives identified since then, and are noted in the following pages beginning with SC-1 through SC-33. After the objective is stated, the status is described as "ongoing", "not yet started," "new" or "finished." The status of "ongoing" is considered to be synonymous with "in progress." Of the 33 objectives, 24 are ongoing, five are not yet started and three are finished. Three new objectives were identified. One objective was deleted and integrated into two others for clarity but is still listed and included in the 33.

The five objectives that are not yet started are not behind schedule. They are long-term in implementation or are awaiting funding.

The finished objectives include the hiring of a Sustainability Manager and the completion of the desilting of the Westside Storm Pumps.

Flood preparedness will continue to increase as the newer objectives reach completion. These involve restoring the original storm water storage capacity of the Eastside Retention Basin,

¹ Kaiser Santa Clara Medical Center and Intel Corporation represent the private sector.

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“rehabilitating” the Laurelwood Storm Pump Station, and the recent completion of the Westside Storm Pump replacement in 2020.

Action Plan Objectives

OES/Community Development

SC-1—Where appropriate, support retrofitting, purchase, or relocation of structures in hazard-prone areas to prevent future structure damage. Give priority to properties with exposure to repetitive losses

Status: Ongoing. The City of Santa Clara permits retrofits of existing structures, including flood-proofing, consistent with the building code. In addition, the City is supportive of other agencies, including the Santa Clara Valley Water District (Valley Water), in their efforts to remove structures from hazard-prone areas. OES will support Community Development’s lead on this effort and assist with identifying applicable funding.

OES

SC-2—Continue to support the hazard mitigation planning actions identified in this plan.

Status: Ongoing. This objective is re-worded for clarity. OES/FIRE will continue to support hazard mitigation planning actions in the City.

OES

SC-3—Actively participate in the plan maintenance strategy identified in this plan.

Status: Ongoing. OES will continue to coordinate the maintenance strategy identified in this plan.

Community Development/Public Works

SC-4—Consider participation in incentive-based programs such as Tree City and Storm Ready.

Status: Ongoing. The City of Santa Clara has been recognized as a Tree City USA for the past 31 years running. Although the City participates extensively in storm readiness, it is not currently an official Storm Ready City. Pursuing an official Storm Ready designation is not a priority at this time as this would require resources that exceed the City’s current capacity such as a 24-hour Emergency Operations Center and trained “severe weather spotters.” The City leverages working relationships with the National Weather Service and the County Office of Emergency Management to maintain situational awareness of the weather and messages the community through the City’s communications channels with severe weather notices and preparedness information.

Community Development/Public Works

SC-5—Maintain good standing under the National Flood Insurance Program (NFIP) by implementing programs that meet or exceed the minimum NFIP requirements. Such programs

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include enforcing an updated, adopted flood damage prevention ordinance, participating in floodplain mapping updates, and providing public assistance and information on floodplain requirements and impacts. Continue participating in the Santa Clara County Multi-Jurisdictional Program for Public Information (PPI).

Status: Ongoing. The City of Santa Clara participates in the Federal Emergency Management Agency's (FEMA's) Community Rating System (CRS). CRS is a program through which FEMA rewards communities that perform floodplain management activities above and beyond the minimum requirements of the NFIP. The City has a CRS class 8 rating, so residents and businesses can receive a 15% discount in insurance premiums for properties in Special Flood Hazard Areas and a 5% discount in insurance premiums for properties outside Special Flood Hazard Areas.

The City maintains its participation in NFIP, CRS and PPI. The City had its 5-year cycle visit for CRS in September 2018 and met with other Santa Clara County communities for the annual PPI evaluation in February 2019.

All City Departments

SC-6—Integrate the Hazard Mitigation Plan into other plans, programs, or resources that dictate land use or redevelopment, such as the General Plan, Climate Action Plan (CAP), Zoning Ordinance, Building Code, etc.

Status: Ongoing. The City of Santa Clara has incorporated the HMP into the City's General Plan through its Safety Goals and Policies. In addition, the CAP Update will incorporate adaptation and resilience measures from the HMP into the CAP's Community Resilience and Well-being strategy.

OES

SC-7—Ensure that mandated training is provided to all EOC employees to achieve Level III Credentialing as defined by the California Governor's Office of Emergency Services and ensure that employee training records are securely maintained.

Status: Ongoing. The objective is reworded for clarity. EOC staff have the goal of completing training to achieve Level III credentialing defined by the California Specialized Training Institute (CSTI), the training branch of the California Governor's Office of Emergency Services (Cal OES).

As a short-term objective to this goal, the City Manager formally appointed City staff to work in the EOC as part of a formal training program that was launched in September 2019. City staff assigned to the EOC during the pandemic response gained extensive experience that will assist with credentialing.

SC-8—This objective was deleted and integrated into SC-7 and SC-9.

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OES/Fire/Police

SC-9—Based on EOC staffing capabilities assessment, ensure that all Fire and Police Department staff who may be assigned the role of Incident Commander at an emergency/disaster scene have received Incident Commander training, and ensure that employee training records are securely maintained.

Status: Ongoing. The Fire Department is training Captains and above to the Incident Command System (ICS)-300 level and Battalion Chiefs and above to the ICS-400 level. The Police Department is training Lieutenants and above to the ICS-300 level and Captains and above to the ICS-400 level.

All City Departments

SC-10—Monitor local availability of upcoming training opportunities for City staff regarding incident staffing, disaster response, and recovery.

Status: Ongoing. OES/FIRE monitors local availability of training opportunities and notifies applicable EOC staff.

OES

SC-11—Continue to conduct EOC tabletop exercise(s) to evaluate capabilities and train employees in their assigned EOC role(s).

Status: Ongoing. During 2020, City staff was fully engaged responding to the current COVID-19 pandemic, so exercises were not conducted. Exercises may resume in late 2021 if EOC activities and response scale back further. EOC staff gained practical experience responding to the COVID-19 pandemic.

CMO/OES/Public Works/SVP

SC-12—Develop and exercise a Disaster Debris Management Plan.

Status: Not yet started. However, the City is further in development of a disaster debris management plan based upon the disaster recovery and reimbursement process for the 2017 Winter Storms that concluded in late 2018. The formal plan is a long-term goal.

The County of Santa Clara is planning to write a debris management plan that is expected to include a template for local jurisdictions to use in developing plans for debris management.

All City Departments

SC-13—Enhance public education and awareness of natural and manmade hazards in the community and public understanding of disaster preparedness, including foreign language translations.

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Status: Ongoing In partnership with the Santa Clara County Office of Emergency Management, the City has distributed disaster preparedness materials in English, Spanish, Mandarin, and Vietnamese. When City Hall opens to the public again, City departments will distribute these materials throughout City Hall and to the community, including at fire stations, the Community Recreation Center, Teen Center, Youth Activity Center, Senior Center, the Mission Branch, Central, and Northside Libraries. The Fire and Police Departments and City Manager's Office will also distribute the materials at trainings and special events.

Even during the unprecedented challenges posed in 2020, the Police Department continued to be an answering point for public concerns ranging from pandemic/shelter in place questions to police policies and practices. In addition, the Fall/Winter Edition of *Inside Santa Clara* provides winter preparedness tips. Other editions of the magazine and the City's website and other communication channels provide pandemic outreach materials. Outreach is also conducted in other languages, including Spanish, to promote emergency preparedness.

OES

SC-14—Develop improved capabilities to incorporate Geographic Information System (GIS) technology by all departments into EOC operations.

Status: Ongoing. This objective is re-worded for clarity. The EOC has a GIS-based operating picture and will continue to add layers for increased situational awareness as funding and staff time become available.

Communications/OES

SC-15—Conduct a test of emergency communications and information systems interoperability, to establish baseline capabilities for employee call-back, communications between the EOC and incident command, and communications with the Operational Area and Mutual Aid resources.

Status: Ongoing. Baseline capability with the AlertSCC application for employee callback was established in August 2018. Key EOC leadership positions may also be notified through the low technology option of telephone. Confidential wallet cards with contact information are maintained and updated regularly for this option. Communications between the EOC and Incident Command are tested regularly during Levi's Stadium events, the last time being January 7, 2019, during the National College Football Playoff. Communications with the Operational Area and Mutual Aid resources are implemented day-to-day with the Police and Fire Departments. The Fire Department uses CrewSense staffing software for enhanced callback notification of personnel to their cell phone during large events that require a recall of personnel.

The City's Alert and Notification Workgroup reconvened in March 2020 but has been in recess due to the current COVID-19 pandemic response.

OES

SC-16—Conduct a gap analysis of the Santa Clara City Emergency/Disaster preparedness

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and response program to include a comprehensive review of employee training requirements and needs, plans and procedures, EOC equipment and staffing capabilities, and related analyses.

Status: Ongoing. Workload analysis of the OES resulted in the addition of an OES Staff Aide in April 2018. A review of plans and procedures has identified the need for a Severe Weather/Flood Plan to formalize practices in this area.

The Water/Sewer Department hired a consultant to complete a Risk and Resilience Assessment (RRA) by March 31, 2020, and an Emergency Response Plan (ERP) by September 30, 2020, to meet federal regulations under the America's Water Infrastructure Act(AWIA). The consultant has completed both RRA and ERP and conducted a thorough review of all critical assets and risk assessment of the water system that involves all hazards that include natural hazards, dependency and proximity threats, offsite threats and malevolent threats that might impact water system operations and engineering systems.

The purpose of the RRA and ERP is to identify City response actions during an emergency that will maintain the expected quantity of water, maintain water treatment, protect employees, minimize disruption to the public, preserve property, and maintain community trust in the City. The recommendations by the consultant are getting incorporated into the department future CIP projects.

OES

SC-17—Acquire a mobile Emergency Operations Center.

Status: Acquisition is not yet started. This continues to be a low priority in consideration of other City priorities and available resources.

OES/Fire/Police

SC-18—Develop unmanned aerial vehicle (UAV) capability for hazard mitigation surveys and post-disaster damage assessments; and develop policies, procedures, and staff training guidelines for UAV use.

Status: Ongoing. The Fire Department is purchasing a UAV and pursuing FAA approvals to operate it within the City. It is recommended that a policy be developed regarding UAV capability and for the public to be made aware. The Police Department is developing applicable UAV policies for both the Police and Fire Departments.

As of October 2019, both Fire and Police Departments have obtained Council approvals to purchase UAV capabilities. While the Police Department has been forced to temporarily shelf their plans for a UAV program due to position freezes, the Fire Department completed the purchasing process for a drone and took possession in May 2021. The Certificate of Authorization (COA) process is actively being worked on by a consultant that guides the department through the full FAA authorization process. The Fire Department created a Drone Working Group to draft

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operational procedures. Six personnel have completed a drone pilot process and are authorized to fly under those regulations.

Fire

SC-19—Enhance Fire Department field inspection system using portable computers for engine company inspections and Fire Prevention inspections, to integrate inspections, re-inspections, invoicing, permits, Certified Unified Program Agency (CUPA) and business license data.

Status: Ongoing. The Fire Department is coordinating purchase with the Community Development and Finance Departments of a common software platform (i.e. Accela) to accomplish this objective.

OES/Fire

SC-20—Conduct seismic and functional assessment of Emergency Operations Center.

Status: The assessment has not yet started. However, a seismic and functional assessment of the EOC was part of a facilities infrastructure assessment of Fire Department buildings expected to be initiated in 2020. Since the budget for this project was not approved, other avenues will continue to be explored.

Public Works

SC-21—Replace emergency generators for the City's critical facilities.

Status: Ongoing. This objective was reworded for clarity. Emergency generators for Fire Stations 7 and 8, and for the EOC are in phase I of a generator replacement project. The phase I generator replacement project has been awarded for construction and is in pre-construction phase. The Phase II generator replacement project includes two storm pump stations and two water well sites and is in design phase.

Water and Sewer

SC-22—Maintain and improve Water and Sewer Utilities as necessary to ensure systems can maintain their functionality in response to potential hazards such as drought, flood, or earthquakes.

Status: Ongoing. The Water and Sewer Utilities Department is looking toward a number of improvements that will assist with hazard mitigation. Currently, Water and Sewer Utilities is conducting an assessment and rehabilitation of the City's three water storage tanks that store over 13 million gallons. The rehabilitation includes requiring a seismic upgrade to the tanks. The City will be spending approximately \$1 million on the seismic upgrades. In 2017, the City commissioned a new 2-million-gallon corporation yard tank eliminating an elevated tank built in 1965 located at 1651 Martin Avenue, thus upgrading seismic standards for this facility. All new water pipelines over the last 10 years have been fully restrained with thrust blocks for dual protection.

Public Works and Water and Sewer Utilities Departments are collaborating to conduct a major

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condition assessment of the sanitary sewer pipes and appurtenances using closed-circuit-television (CCTV) technology. The City has \$13 million budgeted for system improvements to repair defects identified by condition assessments that will continue to assist with mitigating hazards.

The City of Santa Clara Water & Sewer Utilities Department owns and operates three (3) welded steel potable water tanks located at 200 Lawrence Expressway, adjacent to the Agilent Technologies site, and provides water storage to customers for daily operations and emergency supply needs. Serra Tank 1 was built in 1964 and has a capacity of 4.6 million gallons (MG). Serra Tank 2 was built in 1967 with a capacity of 4.4 MG. Serra Tank 3 was built in 1981 with a capacity of 4.2 MG.

The proposed scope consists of rehabilitating three welded steel potable water storage tanks to comply with Occupational Safety and Health Administration (OSHA), American Water Works Association (AWWA), and the California Building Code seismic regulations. Work specific to each tank includes, but is not limited to, the removal and replacement of the existing interior and exterior coating, a new cathodic protection system, replacement of existing structural rafters and supports, steel banding around the tank circumference, safety anchorage points, ventilation systems, and modified overflow drainage systems. The site improvement scope consists of new piping, site grading, drainage, and access around the tank perimeter. Enhancements to the instrumentation, electrical and control systems are also proposed to replace outdated infrastructure. Finally, a new tank mixing system is proposed to enhance the water quality inside the tanks.

The Department completed the piping site improvements and Tank #1 rehabilitation on December 21, 2020 and Tank #2 rehabilitation in June 2021. The Contractor is currently rehabilitating Tank #3, which is planned to be completed by the end of 2021.

The Water and Sewer Utilities Department continues to replace aging water distribution system infrastructures and maintains a goal of replacing 10,000 linear feet (LF) annually. Currently, the design and construction of water main replacement projects planned are approximately 6,500 LF of water mains on Las Palmas Drive, White Drive, Hayward Drive, Patricia Drive, Dixon Drive, Rose Way, and Rose Court and the area bounded by Homestead and Hayward Drive and 2,700 LF of water main on Martin Avenue between Scott Blvd and Lafayette Street.

The department is in the process of moving forward with seeking proposals to develop an Asset Management Plan and a Sustainable Water Supply Master Plan. The Asset Management Plan will inform a Capital Improvement Plan. The City will enhance its business efficiency to minimize asset failures through optimized designs and management practices. The Department wants to ensure existing water infrastructure replacement continues to provide the highest service levels to the community.

Water Shortage Emergency Condition: California is currently experiencing a drought with its second consecutive dry year. Due to extreme drought conditions throughout the Bay Area region and Santa Clara, City Manager Deanna J. Santana in her role as the Director of Emergency Services, has declared a local drought emergency for the City of Santa Clara. The Santa Clara City Council ratified the [emergency proclamation](#) at the City Council meeting on July 13, 2021.

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On June 9, 2021, the Santa Clara Valley Water District (Valley Water) Board of Directors declared a water shortage emergency condition in Santa Clara County and called for a mandatory 15% reduction in water usage countywide. On June 22, 2021, The Santa Clara County Board of Supervisors adopted a resolution ratifying a June 15, 2021 proclamation by the County Director of Emergency Services for a local emergency related to extreme drought conditions. In addition, on July 8, 2021, California Governor Gavin Newsom extended his previous drought proclamation to include Santa Clara County.

The emergency proclamation in Santa Clara requires the implementation of the City of Santa Clara Water Shortage Contingency Plan (Stage 2), with modifications. The City of Santa Clara is implementing water use prohibitions and continues to encourage the public to conserve water.

Water and Sewer Utilities Staff is meeting with the departments to devise a plan for water reduction. Up-to-date information regarding the Drought and Water Conservation Tips can be found at: [City of Santa Clara Drought Update](#).

City staff is working closely with Valley Water, Bay Area Water Supply and Conservation Agency, San Francisco Public Utilities Commission staff to provide a coordinated message to customers and develop conservation strategies, outreach materials and a communication plan.

Community Development

SC-23—Integrate climate change and natural hazards planning into current city plan revisions and future planning initiatives.

Status: Ongoing. Climate Change is addressed both in the sustainability section of the City's General Plan and in the CAP. The CAP, which the City is in the process of updating, will include the more stringent 2030 reduction targets, along with adaptation and resiliency measures as a part of the Community Resilience and Well-being strategy.

Community Development

SC-24—Develop and maintain a landscape design manual to provide general guidance and education to the public on water efficiency in landscaping and to serve as a resource for water efficient landscape design and installation in compliance with the State Water Efficiency Landscape Ordinance (as amended), including lists of recommended site-appropriate native and drought-tolerant plant species.

Status: Ongoing. The City offers a number of design and conservation resources on its website, including <http://www.mynativeplants.com/site/plants> , [How to Conserve Water in the Garden](#) and Valley Water's [Rules of Thumb for Water-Wise Gardening](#)

Community Development/Public Works

SC-25—Continue to improve the City's bike network in coordination with partner agencies, such as the Valley Transportation Authority (VTA).

Status: Ongoing. Significant progress has occurred in this area as described below.

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- The City of Santa Clara adopted a Bicycle Master Plan Update (2018) in September 2019. The Bicycle Master Plan contains a set of project recommendations along corridors and intersections to build out our bicycle network throughout the city. These projects are ranked in order of priority for our top 40 projects and cost estimates are included for all projects within the plan. The city has 58.8 miles of existing bikeways, and at complete build-out there would be 130 miles of bikeways.
- Creek Trail Master Plan. Creek trails are for both pedestrians and bicyclists. The Creek Trail Master Plan encompasses new trails of approximately 9+ combined miles along Calabazas Creek, a major portion of Saratoga Creek, and the Hetch Hetchy corridor (which is under the jurisdiction of the San Francisco Public Utilities Commission). Coordination with numerous stakeholders (Valley Water, Santa Clara County, City of Sunnyvale, Union Pacific Railroad, etc.) for this project has been a challenge, but progress is being made as we are targeting to complete the Master Plan with 30% design plans in the fall of 2022.
- Completed bike projects in the last two years:
 1. Scott Boulevard (Central Expressway – Monroe Street): 1 mile
 2. Tasman Drive (Sunnyvale – San Jose): 1.5 miles
 3. Benton Street (El Camino Real – Monroe Street): 0.5 miles
 4. Mission College Boulevard (Sunnyvale – Great America Parkway): 1 mile
 5. Homestead Road (Kiely Boulevard – Winchester Boulevard): 1.5 miles
 6. Agnew Road (San Tomas Aquino Creek – Lafayette Street): 0.6 miles (buffer)
 7. Monroe Street (Cabrillo Avenue – Homestead Road): 0.9 miles (parking stripe)
- Planned bike projects in the next year:
 1. Monroe Street (Chromite Drive – San Tomas Expressway): 0.9 miles
 2. Walsh Avenue (Bowers Avenue – San Tomas Expressway): 0.8 miles

City Manager's Office

SC-26—Hire or assign a management-level staff member as the Sustainability Manager to coordinate sustainability efforts among different departments and outside agencies.

Status: Finished. A Sustainability Manager was hired in January 2021.

Community Development/Public Works

SC-27—Continue to implement and monitor the current 2014 Climate Action Plan (CAP) and prepare a comprehensive update to the CAP to comply with state greenhouse gas reduction targets. Include adaptation strategies within the updated CAP.

Status: Ongoing. The City is implementing its adopted CAP, including divesting itself from ownership of a coal-fired power plant at the end of 2017. The City has prepared two annual

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reports (2016 and 2018) that monitor progress towards climate goals under the 2014 CAP. In addition, as a part of the 2018 CAP annual report, the City performed both citywide and municipal inventories, which give the City a baseline for future climate planning efforts. The City is in the process of updating the CAP to include more stringent 2030 reduction targets, along with adaptation and resiliency measures as a part of the Community Resilience and Well-being strategy.

OES/Police

SC-28—Increase situational awareness capacity in the EOC by expanding GIS resources and providing air-to-ground communications.

Status: Ongoing. Levi's Stadium has air-to-ground communications, and the EOC has established communications with Levi's Stadium. The Police Department has audio communications with both the Sheriff's Office and the San Jose Police Department. The County Sheriff is in the process of developing air-to-ground communications that may benefit the City in the future.

OES/Police

SC-29—Secure all critical infrastructure in the EOC, the EOC perimeter, and immediate vicinity.

Status: Not yet started. However, security in the EOC has increased with the addition of security badges. Grant opportunities to establish an EOC secure perimeter will continue to be assessed.

Public Works

SC-30—Restore the original storage capacity of the Westside Retention Basin to hold additional storm water and reduce flooding risk by desilting the basin.

Status: Finished. The Westside Retention Basin desilting project is completed.

Public Works

SC-31—NEW. Restore the original storage capacity of the Eastside Retention Basin to hold additional storm water and reduce flooding risk by desilting the basin. Funding for the design of the project was transferred to another storm drain project, Laurelwood Storm drain pump station rehabilitation project (higher priority). The additional funding request for the desilting project was not approved as part of CIP Budget FY20-21 & FY21-22 approval process.

Status: Not yet started

Public Works

SC-32—NEW. Laurelwood Storm Pump Station Rehabilitation: The pump station was constructed in 1986 and there have been no major improvements to the station since its construction. The Project will modify existing headworks of the wet well, replace existing pumps with new, replace pump controls, improve station configuration, and rehabilitate existing building structure to meet

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current building codes. The proposed improvements will help the station to meet or exceed the station capacity and improve efficiency.

Status: Ongoing. The project construction has started, and tentative construction completion date is Fall 2022.

Public Works

SC-33—NEW. Replace the Westside Storm Pumps: The Westside Retention Basin Pump Replacement Project is to replace all five pumps (three large pumps and two dry weather flow pumps), associated motors, appurtenances, and structural components. The project has been completed.

Status: Finished