

City of Santa Clara Evaluation Report on Implementation of the Hazard Mitigation Plan, August 25, 2020

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 with input from the Hazard Mitigation Review Committee. This is the second 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 July 15 and October 29, 2019, and January 13, 2020. Due to the COVID-19 pandemic and the City's emergency response to that effort, meetings were not held in April or July 2020. However, this evaluation report has been updated to reflect changes made since the pandemic response. Quarterly meetings will resume after Emergency Operations Center activities decrease in response to the current COVID-19 pandemic.

The HMP will be considered outdated as of December 19, 2022, but an Evaluation Report of the plan will be completed in 2021.

Community Outreach

This report will be submitted to the City Council during a meeting on August 25, 2020. 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. Details about the City conducting a review of the City's HMP were featured in the March 22, 2019 blog. Also, the City will 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, four are not yet started and one is finished. One objective was deleted and integrated into two others for clarity. In addition, three new objectives are identified.

The four objectives that are not yet started are not behind schedule. Three of them were long-term in implementation and one is expected to be initiated in 2020.

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

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The finished objective is the completion of the desilting of the Westside Retention Basin. This desilting restored the original storage of the basin to hold additional storm water and reduce flooding risk.

Flood preparedness will continue to increase with the introduction of new objectives which involve restoring the original storm water storage capacity of the Eastside Retention Basin, “rehabilitating” the Laurelwood Storm Pump Station, and replacing the Westside Storm Pumps.

Action Plan Objectives

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. The Office of Emergency Services and the Fire Department (OES/FIRE) will support Community Development’s lead on this effort and assist with identifying applicable funding.

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.

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

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

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.

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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 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 that requires annual evaluation 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.

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 adaptation element.

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.

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

SC-9—Based on EOC staffing capabilities assessment, ensure that all Fire and Police Department

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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.

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.

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

Status: Ongoing. OES/FIRE continues the implementation of trainings, drills, and exercises, including the provision of training during EOC activations. OES conducted a tabletop exercise on August 26, 2019, in preparation for Public Safety Power Shutoffs and the 3rd Annual *Prepare Santa Clara* EOC Exercise was held on November 7, 2019. Exercises are currently on hold as the EOC is activated for COVID -19 response.

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.

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.

Status: Ongoing. Community Emergency Response Team (CERT) training is currently on hold during the pandemic. Prior to the COVID-19 response, CERT training continued with the newly implemented continuing education classes provided in partnership with northern cities in the County. In partnership with the Santa Clara County Office of Emergency Management, the City distributed disaster preparedness materials in English, Spanish, Mandarin, and Vietnamese. City

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departments distributed 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 also distributed the materials at trainings and special events.

The Public Works Department distributed Family Emergency Starter Kits, provided by Valley Water, at the City's recent Art and Wine Festivals. The kit includes an emergency blanket, rain poncho, hand crank flashlight, whistle, gloves and glow stick. Around 300 kits were distributed over two days at the 2019 Art & Wine Festival held at Central Park. In addition, the Fall/Winter Edition of *Inside Santa Clara* provides winter preparedness tips. OES/FIRE also provided two pilots of the emergency preparedness *Listos* training program in Spanish, one in October 2019 and another in February 2020 and trained over 80 Spanish-speaking students.

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 Fire Department has a GIS-based operating picture in the EOC and will continue to add layers for increased situational awareness.

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 EOC staff 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 19, 2020 during the NFC Championship Playoff. Monthly EOC-to-EOC Radio tests are conducted. Communications with the Operational Area and Mutual Aid resources are implemented day-to-day with the Police and Fire Departments. As another means of redundant communication, satellite phones were provided to nine key EOC staff who were trained in how to operate them on December 5, 2019.

The City's Alert and Notification Workgroup reconvened in November 2019.

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

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April 2018. A draft Incident Response Guide for Public Safety Power Shutoff was developed in September 2019. The EOC Training Program formalized for appointed EOC staff in September 2019 includes the “*First Thursday EOC Training Day*” which involves the EOC being open for drop-in training activities on the first Thursday of the month. This remains temporarily suspended after the March 2020 First Thursday Training Day as the EOC was activated for COVID response and infection control measures were implemented to support social distancing.

The City has 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 shall conduct 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 quality, protect employees, minimize disruption to the public, preserve property, and maintain community trust in the City.

SC-17—Acquire a mobile Emergency Operations Center.

Status: Acquisition is not yet started, and OES/FIRE is no longer seeking grant opportunities for this in consideration of higher priorities. This continues to be a low priority in consideration of available resources.

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 obtained Council approvals to purchase UAV capabilities.

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.

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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 is part of a facilities infrastructure assessment of Fire Department buildings expected to be initiated in 2020.

SC-21—Replace emergency generators for the City's critical facilities, including Fire Stations 5, 7, 8 and 9.

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 will be awarded in FY19-20 for construction in FY 20-21. Fire Station 5 may be renovated or rebuilt, so it is not included in the CIP project. Five storm drain pump stations (SDPS) are on the list for phase II of the generator replacement project. Design for the phase II generator replacement project is anticipated to begin in the spring 2020. Funding for Phase II and future phases is dependent on budget approval. The Water and Sewer Department has added five of their emergency generators to the CIP to be included in Phase 2 and 3 of the project. They are also procuring portable generators and assessing the need for trailer-mounted generators for pump stations and wells in collaboration with the Public Works Department (for portable generators for Water, Sewer, and Storm Pump stations).

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 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. 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 condition assessment and subsequently repair 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.

Currently, the City has a voluntary 10 percent reduction in water demands even though there is no drought in the Santa Clara Valley. The City continues to implement its Water Shortage Contingency Plan when needed, which sets potable water demand reductions. The City continues to implement its existing permanent water waste prohibitions.

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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 built in 1964 has a capacity of 4.6 million gallons (MG), Serra Tank 2 built in 1967 with a capacity of 4.4 MG, and 1981 built Serra Tank 3 has a capacity of 4.2 MG. located at 200 Lawrence Expressway, adjacent to the Agilent Technologies site and provides water storage to customers for daily operations and emergency supply needs.

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, 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.

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 chapter 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.

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> , and Valley Water's [Rules of Thumb for Water-Wise Gardening](#)

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

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

The City of Santa Clara prepared a draft Bicycle Master Plan Update (2018) that was updated and approved in 2019. The VTA has been a key stakeholder in the development of the draft plan. The draft plan is the culmination of a yearlong effort to engage the community in the process of developing the plan through a series of public workshops and online tools for capturing input from residents and street network users. The draft plan was released for public comment from February to March of 2019. The bike 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 30 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. The Bicycle Master Plan was adopted by the Council in summer 2019.

- 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 2020.
- 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. San Tomas Expressway (El Camino Real – Homestead Road) separated trail 1 mile
- Planned bike projects in the next year:
 1. Lick Mill Boulevard (Tasman Drive – Montague Expressway) 1.5 mile
 2. Benton Street (El Camino Real – Monroe Street) .5 miles
 3. Mission College Boulevard (Sunnyvale – Great America Parkway) 1 mile

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: Ongoing. The City Manager’s Office addressed this with an Assistant City Manager and a Risk Manager.

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.

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Status: Ongoing. The City is in the process of updating the CAP to include more stringent 2030 reduction targets, along with adaptation and resiliency measures.

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.

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

Status: Not yet started. However, security in the EOC was increased with the addition of security badges in early 2020. Grant opportunities to establish an EOC secure perimeter will continue to be assessed.

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.

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 is pending CIP Budget FY20-21 & FY21-22 approval. If the project is budget approved, preliminary design is estimated to start in Fiscal Year 2021-22.

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

The project is in design phase and tentative construction completion date is Fall 2022.

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 is awarded and is scheduled to be completed by fall 2020.