

City of Santa Clara Evaluation Report on Implementation of the Hazard Mitigation Plan, April 15, 2019

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. 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 two committee meetings. The HMP will be considered outdated as of December 19, 2022, but an Evaluation Report of the plan will be completed in 2020 and 2021.

Community Outreach

This report will be submitted to the City Council during a meeting in the summer of 2019. 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 and are noted in the following pages beginning with SC-1 through SC-30. After the objective is stated, the status is described as "ongoing", "not yet started" or "finished." The status of "ongoing" is considered to be synonymous with "in progress." Of the 30 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, two 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.

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 and "rehabilitating" the Laurelwood Storm Pump Station.

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

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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.

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 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

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businesses can receive a 10% 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).

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 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.

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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. The most recent training during an EOC activation was January 7, 2019, during the National College Football Playoff Championship at Levi's Stadium.

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.

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 continues 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 Services, the City has distributed disaster preparedness materials in English, Spanish, Mandarin, and Vietnamese. City departments are distributing 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 have 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 Art and Wine Festival. 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 2018 Art & Wine Festival held at Central Park. In addition, the Fall/Winter Edition of *Inside Santa Clara* provides winter preparedness tips.

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

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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 is evaluating software for enhanced callback notification.

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 April 2018. A review of plans and procedures has identified the need for a Severe Weather/Flood Plan to formalize practices in this area.

SC-17—Acquire a mobile Emergency Operations Center.

Status: Acquisition is not yet started, but OES/FIRE will continue to seek grant opportunities for this.

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. The Police Department is developing applicable UAV policies.

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.

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

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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 2020. Fire Station 5 may be renovated or rebuilt, so it is not on the list for phase II of the generator replacement project. The police station and storm pump stations 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 FY 19-20.

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. 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 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.

Currently, the City has a voluntary 10 percent reduction in water demands even though there is no drought in the Santa Clara Valley. In the 2018 calendar year, water demands were down 14.4% compared with 2013. 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.

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

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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).

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

- The City of Santa Clara has prepared a draft Bicycle Master Plan Update (2018). 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 plan will be sent to the Bicycle and Pedestrian Advisory Committee for their review and then the plan will go to Council for adoption in the summer of 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:

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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 new positions; including a Chief Operating Officer, an Assistant City Manager, and a Risk Manager. In addition, the new budget has proposed a new position devoted to sustainability.

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 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.

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 will be increased with the addition of security badges by the end of 2019. Grant opportunities to establish an EOC secure perimeter will continue

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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.

The project design is expected to start in July 2019, and construction is expected to start in summer 2021, with completion in fall 2021.

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.