JOINT EMERGENCY ACTION PLAN FOR SEVERE STORM AND FLOOD RESPONSE IN CITY OF SAN JOSÉ

VOLUME 1 – BASE PLAN & ATTACHMENTS

Last Revised:

November 2025

SANTA CLARA VALLEY WATER DISTRICT

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EXECUTIVE SUMMARY – JOINT EMERGENCY ACTION PLAN

The first version of the Joint Emergency Action Plan for Severe Storm and Flood Response in City of San José (EAP) was approved by the Santa Clara Valley Water District (Valley Water) Board of Directors and San José City (City) Council at a joint meeting held on November 3, 2017. The EAP provided guidance on how Valley Water and City would coordinate, communicate, and make decisions during storm and flood events and established a new method of classifying Flood Emergency Readiness and Severity Levels. The first joint EAP was developed following flooding that occurred on Coyote Creek in February of 2017 and included an appendix of specific guidance related to Coyote Creek.

The EAP is to be reviewed and/or exercised annually and updated/revised as appropriate. The Valley Water Board of Directors and San José City Council delegated approval authority for updates and revisions of the EAP to the City Manager and Valley Water Chief Executive Officer (CEO) or their designee. An annual review and revision of the EAP in 2018 added three new appendices to provide specific guidance related to flood risks on Guadalupe River, Canoas Creek and Ross Creek. An update in 2021 added an appendix for Lower Silver Creek & Lake Cunningham and also included many improvements recommended after a joint exercise held in January 2020.

The latest joint review and update to the EAP was initiated with the primary objectives to add an appendix for Berryessa Creek, include actions related to encampments of unsheltered individuals, add references to temporary changes in Anderson Dam operations and to update contact information. Due to the size of the document, the major streams of Coyote Creek and Guadalupe River and their tributary streams are in a separate Volume 2 document. Both Volumes are referred to as EAP. The updated EAP was reviewed by a combined team of City and Valley Water staff.

This revised EAP will continue to provide information about how waterways respond to excessive rains and guidance for response to potential flooding. It is not intended to provide detailed actions of what to do during storm and flood monitoring and response, as the Stakeholders are individual jurisdictions and have independent responsibility and discretion on how to accomplish their tasks.

By signing here, the City of San José City Manager and the Santa Clara Valley Water District Chief Executive Officer agree that the two primary Agency Stakeholders will respond according to the concepts outlined in this updated EAP and will continue work on maintaining the EAP, associated projects, and continually work to improve preparedness, mitigation and response to the next flood emergency.

Jennifer A. Maguire 11-18-25

Jennifer A. Maguire, City Manager — Date
City of San José

Signed by:
Melanie Richardson 11/18/2025
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Melanie Richardson, P.E. — Date
Interim Chief Executive Officer
Santa Clara Valley Water District

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Joint Emergency Action Plan for Severe Storm & Flood Response

CITY OF SAN JOSE CAPITAL OF SILICON VALLEY

Valley Water

What is the Joint Emergency Action Plan?

The City of San José and Valley Water have created a Joint Emergency Action Plan (EAP) for severe storms and flood response. The plan outlines how the city and Valley Water manage, prepare for and communicate about flooding issues on Coyote Creek as well as other waterways where flooding might occur.

Here are three elements of the plan that are of public interest:

1. We have improved how we measure water levels in Coyote Creek. You can see gauges near your neighborhood and monitor water levels at a new website.

Valley Water installed more gauges on Coyote Creek. The gauges are painted or attached to bridges, or are free-standing stakes with markings that show the height of the water at that location.

- At ***alert.valleywater.org***, there is a chart for many gauge locations that show the levels associated with a Monitor, Watch, or Warning status.
- We will use measurements and field observations at these locations, as well as modeling, to predict the likelihood of flooding.
- You can look at the stream gauge in your neighborhood to assess the water level. Or visit ***alert.valleywater.org*** to see a map of the locations of gauges and the water levels in both Anderson Reservoir and Coyote Creek and inflow into Coyote Reservoir.

2. We will communicate every stage of a potential flood using improved data analysis.

Valley Water staff improved the analytics to help decision makers and the public understand potential and or imminent flooding conditions.

- Our preparedness levels match those used by the National Weather Service for specific levels of flood threat.
- Public communications will include current status level.
- See our Public Notification Handout on the appropriate actions to take for each status level.

Preparedness	No storms are forecast within the next 72 hours. Stream depths are below 50% of flood stage. Reservoirs are not spilling.
Flood Monitoring	Storms are forecasted. Stream depths are at 50% to 70% of flood stage. This condition is fluctuating and requires monitoring and being alert for potential flooding and possible evacuation notification.
Flood Watch	Storms have occurred. Stream depths may reach flood stage in 24 to 72 hours. Prepare for possible evacuation notice.
Flood Warning	Flooding is imminent, generally within 24 hours or is occurring.

3. We will communicate more effectively with you and the community using better tools and improved procedures.

Valley Water Communications

As the flood management agency in Santa Clara County, Valley Water (at ***valleywater.org/floodready/***) will communicate:

- Flood preparedness.
- Sandbag locations and instructions.
- Water levels in reservoirs and creeks.
- Status of flood improvement projects.

City of San José Communications

The city is responsible for emergency notifications to San José residents, and has trilingual messages that are ready to send for Flood Monitoring, Flood Watch, and Flood Warning conditions. Methods for communicating include:

- AlertSCC, which reaches all landline phones and subscribers who enroll their mobile phones.
- WEA (Wireless Emergency Alerts), which reaches mobile devices in geographically targeted areas.
- Warnings announced through powerful sound systems driven through the affected areas.
- Coordination with radio and TV news outlets.
- Social media such as NextDoor, Twitter and Facebook.
- Flyers and door-to-door alerts as possible.
- Street signage as possible.

Actions to reduce the flood risk of Coyote Creek

Valley Water completed the Coyote Creek Flood Management Measures Project (Phase 1). This project included the construction of over 8,500 feet of floodwalls along a four-mile stretch between Old Oakland Road and Interstate 280.

A floodwall was installed behind homes along S. 17th St.

The construction of floodwalls will enhance Coyote Creek's capacity to manage increased water flow when water is released from the newly completed tunnel at Anderson Dam during storms or emergencies.

Phase 2 of the Coyote Creek Flood Protection Project will extend along Coyote Creek from Montague Expressway to Tully Road. This phase is designed to safeguard homes and businesses from flooding when water is released from a secondary diversion tunnel, which will be constructed as part of the Anderson Dam Seismic Retrofit project. Construction for Phase 2 of the Coyote Creek Flood Protection Project is scheduled to begin in mid-2026.

VOLUME 1 – BASE PLAN & ATTACHMENTS

TABLE OF CONTENTS

Page

LIST OF TABLES

FIGURE

LIST OF ATTACHMENTS

Page

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STRUCTURE OF THIS EMERGENCY ACTION PLAN

The plan is organized in three sections split between two volumes:

BASE PLAN

The Base Plan identifies the roles, responsibilities and actions assigned to the Multi-Agency Coordination (MAC) Group and is included in Volume 1.

ATTACHMENTS

Attachments are in Volume 1 and include information and checklists useful in any Severe Storm or Flood Incident.

APPENDICES

Each Appendix provides more specific details on a specific waterway such as, description of the waterway, flood threat, flood detection, and flood threshold descriptions. Volume 2 of the EAP contains Appendices A through G.

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ACRONYMS

Readers of this plan may find it useful to understand some of the Acronyms that may be used in the document.

Acronym	What is it
AAR	After Action Report
AC	Agency Coordinator
ALERT	Automated Local Evaluation in Real Time
AP	Action Plan
AR	Agency Representative
CalOES	California Office of Emergency Services
CFS	Cubic Feet per Second
City	City of San José
CRS	Community Rating System
DCC	Departmental Command Center
DOC	Department Operations Center
DWR	California Department of Water Resources
EAP	Joint Emergency Action Plan Emergency Action Plan for Severe Storm and Flood Response in City of San José Volumes 1 & 2
EC Plan	Emergency Communications Plan
EMO	Emergency Management Organization
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPIWCC	Emergency Public Information Warning Core Capability
FEMA	Federal Emergency Management Agency
FIRM	Flood Insurance Rate Map
FIT	Field Information Team
IAP	Incident Action Plan
IC	Incident Command(er)
ICS	Incident Command System
IMT	Incident Management Team
IPAWS	Integrated Public Alert Warning System
JIC	Joint Information Center
JIS	Joint Information System
LFO	Lookout field observation
LHMP	Local Hazard Mitigation Plan
LRAD	Long Range Acoustical Device
MAA	Mutual Aid Agreement
MAC	Multi-Agency Coordination
MEOC	Mobile Emergency Operations Center
NFIP	National Flood Insurance Program
NWS	National Weather Service
OEM	Office of Emergency Management

Acronym	What is it
OES	Office of Emergency Services
PIO	Public Information Officer
SME	Subject Matter Expert
UC	Unified Command(ers)
Valley Water	Santa Clara Valley Water District
VTA	Valley Transportation Authority

GLOSSARY OF TERMS

Readers of this plan may find it useful to understand some terms that may be used in the Joint Emergency Action Plan or may be used before or during an event or training exercise.

TERM	DEFINITION
After Action Report (AAR)	An After Action Report (AAR) is the final product of an exercise or actual event. The AAR has three components: 1. Summary of exercise objectives and actual events; 2. Observations and recommendations based on the exercise objectives or actual event as associated with the capabilities and tasks; and 3. A section that identifies specific corrective/improvement recommendations.
Boil/Seepage	When the floodwaters are higher than the land, the groundwater, under pressure from the river, exerts an upward pressure on the land inside the levee or floodwall. With time this increased “head pressure,” as it is known to engineers, can drive water through or under a levee/floodwall to the surface as seepage. When flood waters remain high for a long time though, seepage can increase in volume and velocity and begin the destructive process of moving sand/soil from the foundation, through the ground, to the surface, forming boils.
Channel Capacity	The maximum flow which can pass through a channel without overflowing the banks.
Channel Improvements or Channelization	The improvement of the water carrying capacity or flow characteristics of a natural or artificial channel by clearing, excavation, bank stabilization or other means. Also referred to as channel alterations.
Collaboration Software	Collaboration software enables the sharing, processing and management of files, documents and other data types among several users and/or systems. This type of software allows two or more remote users to jointly work on a task or project and/or to view the same data.
Community Rating System (CRS)	A program developed by FEMA to provide incentives for those communities in the Regular Program that have gone beyond the minimum floodplain management requirements to develop extra measures to provide protection from flooding.
Critical Facility	For some activities and facilities, even a slight chance of flooding is too great a threat. Typical critical facilities include hospitals, fire stations, police stations, storage of critical records, and similar facilities. These facilities should be given special consideration when formulating regulatory alternatives and floodplain management plans. A critical facility should not be located in a floodplain if at all possible.
Cubic Feet per Second (CFS)	The rate of discharge representing a volume of 1 cubic foot passing a given point during 1 second and equivalent to 7.48 gallons per second or 448.8 gallons per minute.
Design Flood	The term “design flood” is used to denote the maximum flood flow used for design and operation of flood control structures and other protective measures. The Design is often set as the 100 year or 1% flow rate, but it may be set at other levels.

TERM	DEFINITION
Design Stage	The term “design stage” is used to denote the maximum level (generally denoted in feet) above the channel bottom or above sea level at the specific location for which flood control structures and other protective measures are designed. The design stage is based on a design that is often set as the 100 year or 1% flow rate, but it may be set at other levels.
Design Storm	Design storm means a hypothetical discrete rainstorm characterized by a specific duration, temporal distribution, rainfall intensity, return frequency, and total depth of rainfall.
Discharge	The amount of water that passes a point in a given period of time. Rate of discharge is usually measured in cubic feet per second (cfs).
Emergency Communications Plan	An emergency communications plan (EC plan) is a document that provides guidelines, contact information and procedures for how information should be shared during all phases of an unexpected occurrence that requires immediate action.
Emergency Management Organization (EMO)	An Emergency Management Organization (EMO) coordinates activities related to an event. Examples of EMOs are: • Agency leadership and other staff that meet to assess, monitor and determine how to respond to an event. • Emergency Operations Centers • Department Operations Centers • Multi-Agency Coordination Groups
Erosion	The collapse, undermining or subsidence of land along the bank of a body of water. Erosion is caused by waves or currents of water and can result in flooding or failure of adjacent structures.
Federal Emergency Management Agency (FEMA)	The Federal agency under which the National Flood Insurance Program is administered. In March 2003, FEMA became part of the newly created U.S. Department of Homeland Security. An agency within the U.S. Department of Homeland Security charged with responding to Presidentially-declared disasters.
Flash Flood or Flashy System	A flood that reaches its peak flow in a short length of time (hours or minutes) after the storm or other event causing it. Often occurs in watersheds with mostly storm drain runoff and is often characterized by high velocity flows.
Flood Control	Keeping flood waters away from specific developments and/or populated areas by the construction of flood storage reservoirs, channel alterations, dikes and levees, bypass channels, or other engineering works.
Flood Fighting	Actions taken immediately before or during a flood to protect human life and to reduce flood damages such as evacuation, emergency sandbagging and diking, and provision of assistance to flood victims.
Flood Flow	The discharge at which a body of water begins to flow over its banks and onto dry land, usually expressed in cubic feet per second.
Flood Forecasting	The process of predicting the occurrence, magnitude and duration of an imminent flood through meteorological and hydrological observations and analysis.
Flood Frequency	A statistical expression of the average time period between floods equaling or exceeding a given magnitude. For example, a 100-year flood has a magnitude expected to be equaled or exceeded on the average of once every hundred years; such a flood has a one-percent chance of being equaled or exceeded in any given year. Often used interchangeably with “recurrence interval”.

TERM	DEFINITION
Flood Insurance Rate Map (FIRM)	An official map of a community on which the Federal Insurance Administration has delineated the area in which the purchase of flood insurance is require under the National Flood Insurance Program.
Flood Stage	The level at which a body of water begins to flow over its banks and onto dry land, usually expressed in feet above channel bottom or above sea level at a specific location.
Flooding – Fluvial or Riverine	Fluvial, or riverine flooding, occurs when excessive rainfall over an extended period of time causes a river to exceed its capacity.
Flooding – Surface or Local Drainage	When rain hits the ground quicker than it can drain or flow away, water builds up and develops the potential to flood streets and properties. In some places, it forms isolated puddles in ground depressions and in others it accumulates and flows downhill towards streams. Typically, surface water flood events have localized effects, impacting properties in close proximity to where the rain fell and for a short amount of time until it can drain into a stream, be pumped into a stream, percolate into the ground, or evaporate.
Floodplain	Any land area susceptible to being inundated by floodwaters from any source. The channel of a stream or watercourse is part of the floodplain.
Floodplain Management	The operation of an overall program of corrective and preventive measures for reducing flood damage, including but not limited to, emergency preparedness plans, flood-control works and floodplain management regulations. Floodplain management is a decision-making process that aims to achieve the wise use of the nation's floodplains. "Wise use" means both reduced flood losses and protection of the natural resources and function of floodplains.
Floodplain Management Regulations	A general term for the full range of codes, ordinances, and other regulations relating to the use of land and construction within stream channels and floodplain areas. The term encompasses zoning ordinances, subdivision regulations, building and housing codes, encroachment line statutes, open-space regulations, and other similar methods of control affecting the use and development of these areas.
Freeboard	A margin of safety added to the flood elevation to account for waves, debris, miscalculations, or lack of data. This term is often used when describing distance of the water surface to top of bank of a stream or in determining the level at which a structure's lowest floor must be elevated or floodproofed to be in accordance with state or community floodplain management regulations.
High Flow Stage	The depth of water when a stream flood control facility is nearing flood stage or design stage.
Incident Commander (IC)	The Incident Commander is the individual responsible for all incident response activities in the field, including the development of strategies and tactics and the ordering and release of resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.
Incident Command System (ICS)	The Incident Command System (ICS) is a standardized management system designed to enable effective and efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.

TERM	DEFINITION
Levee or Dike	Permanent or temporary mounds of earth (often engineered with maintenance roads on top) and/or fill, such as sand, sandbags or gravel, piled along a body of water to prevent it from overflowing onto dry land.
Long Range Acoustical Device (LRAD)	LRAD is a high-powered audio system that broadcasts spoken instructions such as “shelter in place” or “flooding is imminent, evacuate now”. The speakers are strategically mounted to cover wide areas as needed. This system cannot only wake you up, but inform you as to what's going on.
Multi-Agency Coordination (MAC)	The primary function of a MAC is to coordinate activities above the field level and to prioritize the incident demands for critical or competing resources, thereby assisting the coordination of the operations in the field. A MAC consists of a combination of elements: personnel, procedures, protocols, business practices, and communications integrated into a common system. For the purpose of coordinating resource and support between multiple jurisdictions, a MAC can be implemented from a fixed facility or by other arrangements outlined within the system.
National Flood Insurance Program (NFIP)	The program of flood insurance coverage and floodplain management administered under the Act and applicable federal regulations promulgated in Title 44 of the Code of Federal Regulations, Subchapter B.
Recovery Activities	Activities that include the development, coordination, and execution of service and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.
Stage or Gauge Height	The water-surface elevation referred to some arbitrary datum. The stage or gauge height represents the water-surface elevation above the channel bottom elevation at a specific location. For example, the elevation of the datum (channel bottom) of the gauge might be 100.00 feet, which, when added to a stage of 12.50 feet, represents a water-surface elevation of 112.50 feet at that location.
Top of Bank	Top of Bank means the point along the bank of a stream where an abrupt change in slope is evident, and where the stream is generally able to overflow the banks and enter the adjacent floodplain during an annual flood event. For steep and narrow valleys, it will generally be the same as the top of slope.
Unified Command	A unified command is established when incidents are multi-disciplined or multi-jurisdictional. It is a method for all agencies or individuals who have jurisdictional responsibility, or in some cases who have functional responsibilities at the incident, to contribute to: determination of overall objectives for the incident, and selection of strategies to achieve the objectives.

DISTRIBUTION OF THE PLAN

ELECTRONIC VERSION

A copy of the ***Joint Emergency Action Plan*** (EAP) is located on a secure intranet server. Access to the intranet electronic materials is granted to those with designated EAP responsibilities. A public version of the document is electronically on the Valley Water website at https://www.valleywater.org/flooding-safety/flood-emergency-action-plans.

HARDCOPY DISTRIBUTION

This EAP is readily available to key personnel that have roles and responsibilities in the implementation of the EAP. Valley Water will have hardcopies located in their Emergency Operation Center and in their Office of Emergency Services. Portions of the EAP may also be issued to outside response agencies whose familiarity with the EAP is essential to its implementation. This EAP contains potentially sensitive information that identifies critical assets.

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PLAN UPDATES

The City of San José Office of Emergency Management is responsible for EAP review and amendment distribution. Pre-identified staffs from the City, Valley Water and other Stakeholders review the EAP annually. Based on this review, needed updates are prepared and issued. For instance, updates are made to the EAP when there are changes in the contact lists or roles and responsibilities of those involved in response activities. Updates are also included whenever there is an operational change to the facilities or systems that affects EAP content. Every five years the entire plan will be reviewed, revised, re-published, and distributed. Those receiving the update will destroy old copies.

Other EAP review and/or amendment triggers include, but are not limited to, the following:

1. After each incident that requires activation of the EAP.

2. After each exercise testing the effectiveness of the EAP.

3. Changes in the following types of information:

    - Roles or responsibilities of EAP identified positions or departments, and roles and responsibilities of other EAP identified outside agencies or organizations;

    - Facility construction, operation, maintenance, or other circumstances that alter the hazards or methods of response to an incident; or

    - Applicable regulations or laws.

Amendments to the EAP are recorded on the Revision Log. Once a need for EAP changes is identified, the change will be documented in the Revision Log. A hard copy of the log will be attached to the appropriate pages where the changes occurred. The distribution will follow the previous Distribution Log. Electronic updates will be made to the copy on the secure intranet server.

REVISION LOG

Revision No.	Description of Revision	Date Issued	Approved By
1	Joint EAP Adopted	2017	City Council and Valley Water Board of Directors
2	Added: Guadalupe River, Canoas and Ross Creek appendices, additional public messaging in Attachment 5, providing flood mapping in Table 2 and Attachment 3; and providing temporary sandbag sites in Table 2 and Attachment 10. Updated Attachment 2—Web-Based Data Sources.	2018	City Manager and Valley Water CEO

Revision No.	Description of Revision	Date Issued	Approved By
3	Improvements following January 2020 Tabletop exercises. Added Glossary of Terms, Lower Silver Creek and Lake Cunningham Appendix E, and added Attachments 11 and 12.	2021	City Manager and Valley Water CEO
4	Split the EAP into two separate documents due to size, updated Guadalupe River Appendix B to improve guidance for temporary dam deployment, added Upper Penitencia Creek – Appendix F, updated contacts, updated equipment, and other related changes.	2022	City Manager and Valley Water CEO
5	Added: Berryessa Creek Appendix G; responsibilities for encampments of unsheltered individuals in Table 3; Attachment 13 list of hot-spots for encampments; information for the Anderson Dam Seismic Retrofit Project and Federal Energy Regulatory Commission Order; changed flood operational level to readiness level with modified definitions and removed level colors to avoid confusion with flood severity; added Emergency Management Organization; and other minor changes and updates.	2025	City Manager and Valley Water CEO

1. INTRODUCTION

A. PURPOSE OF THE JOINT EMERGENCY ACTION PLAN

The Federal Emergency Management Agency (FEMA) has identified that floods are the most frequent and costly natural disaster in the United States and estimates that there are about 38,000 parcels in the City of San José (City) subject to flooding in a 100-year flood event (1 percent flood). With this in mind, there exists an opportunity to enhance coordination and communication between the two primary jurisdictions responsible for protecting the people and property in the City from floods.

The City Council and Santa Clara Valley Water District (Valley Water) Board of Directors met on April 28, 2017, to discuss how to improve coordination and decision-making during flooding events setting out the development of this plan. Development of this Emergency Action Plan (EAP) proceeded jointly with extensive involvement of management and personnel of both jurisdictions. The development was overseen by a Management Team and utilized six workgroups to prepare the EAP and to plan and implement other actions to mitigate the flood concerns:

1. Emergency Action Plan
2. Technical
3. Communications
4. Action Planning
5. Creek Management
6. Short-Term Project

This EAP is designed to establish general guidance for the City, Valley Water and other Stakeholders to facilitate:

1. Pre-incident planning prior to a storm/flood event,

2. Coordination of interagency response and recovery operation, and

3. Collaboration on public messaging for potential, imminent, and actual flooding along the creeks in San José.

B. STAKEHOLDERS

All parcel owners along the waterways that flow within the City of San José (City) are Stakeholders and have responsibilities identified in this EAP. This includes the Agency Stakeholders (City of San José, City of Milpitas, Valley Water, Santa Clara County, Berryessa Union School District, East Side Union High School District, and San José Unified School District) and Private Property Stakeholders. Combined these are the Stakeholders responsible for the tasks identified in this EAP. Stakeholders combined have a responsibility to respond to the needs of residents, business, property owners, and the environment when affected by severe storms that create floods within city boundaries. There are other agencies/entities that have a role in preparing and responding to flood events, who may have specified roles to support the response. For example, Santa Clara County Office of Emergency Management provides support for assisting in warning.

C. STRUCTURE OF THIS EMERGENCY ACTION PLAN

The plan is organized in three sections split between two volumes,

Base Plan	The Base Plan identifies the roles, responsibilities and actions assigned to the Multi-Agency Coordination (MAC) Group.
Attachments	Attachments include information and checklists useful in any Severe Storm or Flood Incident.
Appendices	Provides specific details on each water way. Volume 2 of the EAP includes appendices A & B for Coyote Creek and Guadalupe River and appendices C through F.

D. RELATIONSHIP TO OTHER PLANS

This EAP does not supersede existing agreements or internal plans (except to introduce a preference regarding the relationship between a jurisdictional EOC and staffing a MAC at a facility). Terms, such as the definition of "disaster" and certain legal and procedural activities, are found in the Agency Stakeholders Emergency Operations Plans (EOPs). Therefore, they are not repeated in this EAP. Flood maps and other such background material are posted in the Local Hazard Mitigation Plan (LHMP) for the involved jurisdictions.[1]

Agency Stakeholders are encouraged to regularly review their internal plans, discuss them with the MAC, and review other guidance such as the State of California Guidelines for Coordinating Flood Emergency Operations.[2]

E. DEFINITION OF A MULTI-AGENCY COORDINATION GROUP

The primary concept used in this EAP is for the City, Valley Water and other Agency Stakeholders to operate as a Multi-Agency Coordination (MAC) Group. Per the *California Statewide Multi-Agency Coordination System Guide* (rev. Feb. 2013):

> "A Multi-Agency Coordination Group may be convened by an EOC Director ... to establish priorities among multiple competing incidents, provide coordinated decision making for resource allocation among cooperating agencies, harmonize agency policies, and offer strategic guidance and direction to support incident management activities. MAC Groups convene to prioritize incidents for the allocation of scarce resources. Group members should consist of administrators or executives, or their designees, who are authorized to commit agency resources and funds."[3]

Routinely, field first responders implement Unified Command. "First responders successfully utilize multi-agency coordination whenever multiple agencies respond to an incident, through Unified Command. Unified Command provides multi-agency support and coordination when an incident grows in complexity or multiple incidents occur in the same period."[4]

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[1] www.sccgov.org/sites/oes/LHMP/Pages/Local-Hazard-Mitigation.aspx
[2] www.water.ca.gov/floodmgmt/docs/guidecoordfloodemergops.pdf
[3] *California Statewide Multi-Agency Coordination System Guide* (Rev. Feb. 2013)
[4] *California Statewide Multi-Agency Coordination System Guide* (Rev. Feb. 2013)

In cases where there are multiple incidents (as is common in storm/flood incidents), there may be multiple Incident Commanders (ICs), in which case an Area Command Incident Command System (ICS) structure may be implemented in addition to this prescribed MAC Group.

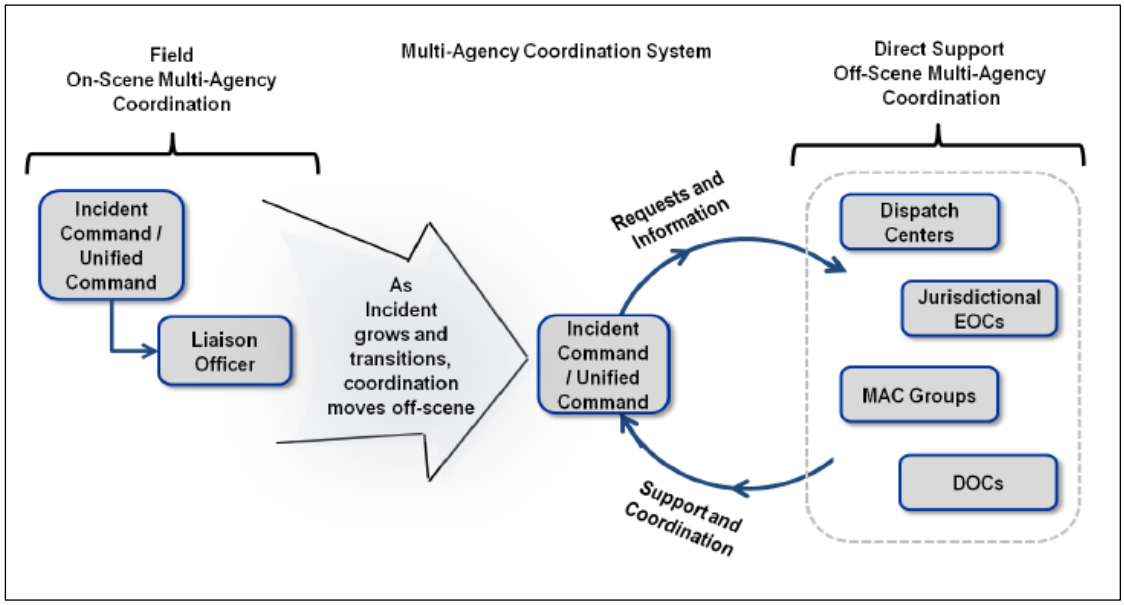


FIGURE 1
Coordination Links

Figure 1 shows coordination links of a MAC can be established to support or facilitate coordination among Incident Commanders, Unified Command, Emergency Operations Centers, Dispatch Center and Department Operations Centers. ***The preferred staffing and operational mode will be to physically co-locate personnel from the City, Valley Water and other Agency Stakeholders at a designated facility when feasible***, particularly in the Watch or Warning phases of response. This will:

1. Economize on staffing, and
2. Improve efficiency and communications.

The need for and use of a MAC is dynamic and depends on the potential and real impacts of a potential or active storm(s). A virtual MAC can be used during Preparedness or Monitoring phases and may be considered for other phases as staff is available to physically co-locate to a MAC facility.

F. INTENTION OF THE ORGANIZATION AND PROTOCOLS NOTED IN THE EMERGENCY ACTION PLAN

This EAP provides guidance on how to staff and organize a MAC, and collaborate on preparedness and the response to potential, imminent, and actual flooding along the creeks that flow in the City. To accomplish this, the intent of the plan is to provide:

1. Overarching guidance on how and when to activate a MAC for coordination purposes,

2. Suggested levels of activation of the MAC,

3. Suggested participants in each level of MAC activation and their decision authority,

4. Means and methods of collaborative planning, preparedness, and response activities, and

5. A document that will change over time, from experience and updates after an incident.

In the end, this EAP describes MAC mobilization procedures for maximum utilization of all available resources during a severe weather, storm, or flood event that present a risk to public safety or where disruption of transportation, utilities or other services or infrastructure is anticipated or occurs.

“Severe weather” includes situations of extreme temperatures, atmospheric rivers or atypical atmospheric phenomena (tornados, etc.).

G. FOCUS AREA(S) ASSOCIATED WITH THE EMERGENCY OPERATIONS PLAN

The MAC includes personnel already assigned a role and responsibility in the Emergency Operations Plan (EOP) for the City, Valley Water or other Stakeholders. The EOP responsibilities continue to require attention. The effort of the MAC Group assignments is to ensure the response decisions consider what the impact of the storm has on the given focus areas that will arise during a flood scenario. This could include:

- **Identifying Flood Zones**: known flood zones; flash floods
- **Identifying Transportation Routes and Roads Conditions**: blocked roads (trees down, wires down, water, debris)
- **Taking Traffic Control Measures**: signals out, flooded areas
- **Locating Mudslides/Landslides**: especially in the Foothills
- **Supporting Communications**: loss of telephone, internet, and other systems
- **Identifying Utility Outages**: electrical, telephone, internet, others
- **Addressing Public Health Issues**: mold, disease, etc., particularly after a storm/flood; failure/impairment of wastewater treatment (sewage) or drinking water supply systems
- **Activating Temporary Evacuation Points and Shelters**: instructing community members on which routes to take and where to go for aid (Red Cross, etc.)
- **Responding to Crime**: opportunistic crime, looting, etc.
- **Stabilizing the Economy**: support recovery of private sector, coordinate with regional and Federal resources
- **Addressing Environmental Issues**: damage to ecological and other resources
- **Other Events**: severe weather often can coincide with other events that already stretch local resources, such as San José State planned events, holiday parades, or the holiday shopping season.

H. LIMITATIONS OF THE EMERGENCY ACTION PLAN

This EAP shall not constrain the freedom of an Incident Commander (IC) in the field or others when dealing with the referenced events. This EAP does NOT and will NOT replace or override an Agency's:

- Emergency Operations Plans,
- Department Operations Center Plans,
- Public Safety Authority,
- Public Information Officer role/responsibility,
- Purchasing Authority, nor
- Responsibility for documentation for any state or federal Declaration of Emergency.

Instead this EAP will focus on how the responsible agencies can improve coordination before, during and after a flood incident. This EAP provides oversight and guidance. It is not intended to set precedent or commit resources without knowledge of the conditions that may occur, nor provide ultra-detailed action lists of what to do during storm and flood monitoring and response, as the Stakeholders are individual jurisdictions and have independent responsibility to accomplish their tasks. The conditions of the emergency dictate the response needs and availability of staff and resources as each emergency can be different and updates in stream management and control systems could vary the conditions. The City, Valley Water and other Stakeholders will utilize this EAP as needed to develop joint decisions and actions based on the situation and their jurisdictions capabilities, resources and priorities.

While the EAP or an Appendix may reference an activity related to facility improvements or maintenance, those will be done through separate plans or activities.

I. TRAINING ON THE EMERGENCY ACTION PLAN

To test the concepts and mobilization activities described in the EAP, the City will work with the other Stakeholders to annually engage all appropriate agencies and agency staff to conduct discussion-based exercises such as Workshops, Seminars or Tabletop Exercises. Operational exercises such as Drills can be conducted to test communications or notification systems. Functional Exercises can be conducted to test the relationship between activated Emergency Operations Centers (EOC) and the MAC. Each Stakeholder is encouraged to test their participation in the MAC when they conduct exercises. Glossary of Terms contains a list of commonly used terms as an aid for joint training exercises.

J. MAINTENANCE OF EMERGENCY ACTION PLAN

The San José Office of Emergency Management (OEM), serving as the chair of the MAC, during preparedness, maintains this EAP. The San José EOC Director or Incident Management Team Lead is the chair during an emergency. Prior to every winter season,

OEM will review this EAP with Valley Water and other agencies, as needed. Following an exercise or an incident, the City of San José will conduct an After-Action Review of the EAP with the participating Agency Stakeholders.

The City OEM Director is responsible for revising the EAP document as agreed upon by the participants in the exercises. Updates to the EAP do not require City Council or Valley Water Board approval; however, the San José City Manager and Valley Water Chief Executive Officer or their designee will approve of revisions and other Agency Stakeholders must be notified of the revision. When revisions occur, the City OEM Director will provide the revised pages and an updated revision summary page to all designated document holders. EAP document holders are responsible for updating outdated copies of the respective documents whenever revisions are received. Outdated pages shall be immediately shredded to avoid any confusion with the revisions.

K. USE OF THE EMERGENCY ACTION PLAN

This document is intended to be used by the Agency Stakeholders for integrating with MAC members, before, during and after a storm. Some response data includes restricted or sensitive information. The restricted portions of this document will clearly be indicated on the subject pages and will not be distributed or made available externally to individuals outside of the Agency Stakeholders or not on the original distribution list. The Agency Stakeholders may distribute this internally but are to handle with the same care as other restricted documents.

2. CONCEPT OF OPERATIONS

A. READINESS LEVELS

The concepts and activities described in this EAP are associated with the level of storm or flood threat. To maintain the collaborative nature of a MAC, this EAP is considered active 12 months of the year, 24 hours a day, and 7 days a week. The principles and actions of a MAC are integrated at all levels. The intensity and degree of activity will increase along with stream and creek conditions. The flood readiness levels for high flow stage (see Glossary of Terms for definition) for a creek overtopping it's banks as utilized in this EAP are defined in Table 1 as:

TABLE 1
Flood Readiness Levels

PREPAREDNESS	This is the base stage of readiness that will be the typical condition throughout most of the year. Preparedness is defined as: • Flood stage (Minor Flooding or greater) is not estimated within the next 72 hours or • Measured stream depth is below 50% of flood stage.
MONITORING	This condition is variable and requires more intense monitoring and a heightened level of alertness. A portion of the Emergency Management Organization (EMO) may be active to monitor for any developing flood concern. Monitoring is defined as: • Flood stage may occur in 48 to 72 hours, or • Measured stream depth is at 50% to 70% of flood stage, or • For areas that are controlled purely by storm drain runoff (flashy systems), the stream depth is estimated to reach flood stage or near design stage within 24 hours.
WATCH	Flood level or a serious flood threat is expected to occur. Multiple portions of the EMO may be activated at an appropriate level. Watch is defined as: • Stream depth is estimated to reach flood stage or greater within 24 to 48 hours, or • Measured stream depths are at 70% to 100% of flood stage, or • For areas that are controlled purely by storm drain runoff (flashy systems), the stream depth is estimated to reach flood stage or greater than design stage within 6-12 hours.
WARNING	This is a more urgent situation with flooding imminent or occurring. The EMO is more completely active. Warning is defined as: • Flood stage or greater is occurring or is estimated to occur within 24 hours, or • For areas that are controlled purely by storm drain runoff (flashy systems), the stream depth is estimated to reach flood stage or greater within minutes/hours or is occurring.
Note: Flood stage is the depth of water at which a stream or facility begins flooding (see Glossary of Terms).	

B. DETERMINING FLOOD READINESS LEVELS

While the primary purpose of this EAP is to provide guidance to the Stakeholders during emergencies, **the EAP is in a state of perpetual activation, throughout the year**, **regardless of the condition**. For the majority of the time Stakeholder operations are focused on preparedness. Preparedness is critical to reduce the risk of flooding and during this period, Stakeholders perform activities consistent with their jurisdictional responsibilities. Table 3 describes some of the activities performed by the Stakeholders during the flood readiness levels including the preparedness period. These are examples of how responsibilities and activities can change and grow during an event and are not all-inclusive and may change based on the situation and needs. In addition, there may be activities to address the risk to encampments of unhoused individuals and activities that should be performed for distinct creeks that are included in Appendices to this EAP.

As storm conditions progress, there are four general steps the Agency Stakeholders follow to determine the level at which to activate the EAP, or when to increase the readiness level.

Step 1: Event Detection, Evaluation, Classification

Event Detection—There are several detection methods that include weather forecasts, hydrologic/hydraulic modeling, Automated Local Evaluation in Real Time (ALERT) stream/reservoir/precipitation gauge systems, and field observation of stage gauges and other areas of high flow.

Weather Forecasts

The National Weather Service (NWS) provides weather (e.g., precipitation) forecasts in advance of a storm event and Valley Water contracts with a service provider for enhanced forecasting.

During storm events, the NWS will host webinars with affected agencies and utilities to discuss forecasts and share information to enhance regional preparedness. The Stakeholders participate in these webinars and share all current information.

Hydrologic/Hydraulic Modeling

Based on the weather forecast, Valley Water and the NWS River Forecast Center utilize computer modeling of the watershed and creeks to estimate severity of flooding. These models are considered estimates and can vary, sometimes significantly, from the actual flood flows. This is especially true in unmodified stream systems.

To improve the accuracy of the modeling, Valley Water reviews the computer models periodically and determines if additional information can be gathered to update the models. The typical type of information that can used to update the models includes: surveys of channel geometry, reevaluation of channel roughness due to vegetation or blockages, and data gathered during high flow events.

The NWS has limited modeling capability and generally focuses on broader areas due to their larger area of scope. Valley Water is often more focused and detailed in their modeling and utilizes additional available information for modeling. As modeling results become available, Valley Water and the NWS will share results to help improve accuracy of the estimations.

With the results of modeling, readiness levels can be assigned and, if appropriate, severity of flooding can be estimated such that appropriate notices can be made. The NWS will issue threat level information, which is similar to the EAP levels.

Surface Water Gauge System

A listing of all gauges can be found at Valley Water Surface Water Data Portal – http://alert.valleywater.org. These gauges provide data in near real-time on most creeks in San José and can provide critical data to determine the level of threat for flooding.
The following is a summary of the current stream gauge program:

(a) Annually sites will be prioritized for manual gauging and teams are assigned to inspect and maintain the gauges.

(b) After every high flow event, the rule curves (depth versus discharge) are updated/calibrated.

Visual Observations

Visual observations are helpful in assessing current situations in the field. These observations can occur using the online WebCams or from deployed Field Information Teams (FITs). WebCams are available at many locations and can be found in the Valley Water Surface Water Data Portal – http://alert.valleywater.org to remotely observe water levels. And as water levels increase in the creeks, rivers, and waterways, City and Valley Water Field Information Teams (FITs) are deployed to visually monitor and report back to a DOC or EOC the rate of increase in areas of potential flooding. In addition, FITs can monitor facilities for potential damage, the surface drainage and the effect of landslides to City streets. The City, Valley Water and other Agency Stakeholders have individual teams who respond to designated “hot spots.” Deployment of these FIT teams are coordinated between the City’s DOCs and the Valley Water’s DOC (or other facility). Maps of some pre-determined hot spots for possible FIT deployment in the City are included in Attachment 11.
Field Operations & Maintenance personnel are typically out in the field inspecting and repairing facilities during storm events. These personnel also provide intelligence back to their agencies regarding facility conditions and any storm related concerns.

Evaluation—After detecting and gathering adequate intelligence regarding the situation, an evaluation of the waterway conditions must be performed by appropriate personnel. This will include whether the risk is for areas controlled purely by storm drain runoff (flashy systems), the situation involves an improved facility that has a design stage, or the situation is a flood stage.

Classification—Based on evaluation of the threat, a specific readiness level will be identified so all staff recognize the determined level (Monitoring, Watch, or Warning). The readiness level may also be set based on other situations as shown in Attachment 12. If possible and appropriate, the severity of flooding for specific waterways and locations will also be determined and documented.

A Flood Severity Level, as shown in Table 2, is determined for a specific waterway based on a stream gauge reading or forecast. This Flood Severity Level is consistent with those used and issued by the National Weather Service (NWS), however, Valley Water may be more refined in location and forecast than what is issued by the NWS. This information may be used by an Emergency Management Organization (EMO) or MAC to set an overall readiness level.

Valley Water provides real time measurements of stage levels at stream gauges on their Surface Water Data Portal (https://alert.valleywater.org/?p=map&disc=f). A number of the gauges in the Portal provide flood severity level thresholds under a "Flood Watch" category and some also provide forecasts of flood severity threshold levels.

TABLE 2
Flood Severity Levels

Action (Yellow)	**An established gauge height which when reached by a rising stream, lake, or reservoir represents the level where action is taken in preparation for possible significant hydrologic activity.**
Minor Flooding (Orange)	Minimal or no property damage, but possibly some public threat (e.g., inundation of roads).
Moderate Flooding (Red)	Some inundation of structures and roads near stream, evacuations of people and/or transfer of property to higher elevations.
Major Flooding (Purple)	Extensive inundation of structures and roads, significant evacuations of people and/or transfer of property to higher elevations.

Step 2: Notification and Communication

After the readiness level has been determined, appropriately communicating the situation to responsible agencies, staff, and other identified individuals and groups is critical. Notification will include City, Valley Water and other Stakeholders personnel, elected officials, and the National Weather Service, as a minimum. Depending on the situation, methods of notifications may include phone calls, text messages, emails, or utilizing collaboration software. A contact list with phone numbers is shown in Attachment 1 – Emergency Contacts.

Step 3: Emergency Activity/Actions

Based on the event and readiness classification, activity/actions by the City, Valley Water and other Stakeholders will be determined. Table 3 below identifies progressive levels of activation and some recommended actions.

TABLE 3
Progressive Responsibilities

	Responsibility/Activity	Stakeholder*
Preparedness	Provide technical data on mitigation and preparedness measures.	Each Stakeholder is lead for own agency resources.
	Conduct field inspections of creeks and facilities.	Each parcel owner is lead in own right of way.
	Jointly discuss property management needs and plans.	Each parcel owner is responsible.
	Perform mitigation work to reduce flood risk including actions for unsheltered individuals and encampments (Attachment 13 contains a hot-spot list of encampments). This work is generally limited to locations where stakeholders have land rights or maintenance obligations pursuant to effective licenses and agreements.	Each Stakeholder is lead on own property. By agreement can release to others.
	Inventory and Procure Flood Fighting Materials and Equipment.	Each Stakeholder is lead for own materials and equipment.
	Involve FEMA Floodplain Manager who maintains the National Flood Insurance Program Community Rating System certification.	City is lead.
	Implement and enforce building codes for building in floodplains.	City is lead.
	Provide technical floodplain mapping expertise. Provide City an electronic link to Design Storm (e.g., 10-year, 25-year and/or 100-year) flood maps for creeks included in Appendices.	Valley Water is lead.
	Maintain equipment, gauges, telemetry, communications systems, etc.	Valley Water is lead for stream gauges and Valley Water equipment. City is lead for city equipment.
	Develop and maintain computer models of watersheds and creeks.	Valley Water is lead.
	Participate in winter preparedness workshop.	Valley Water is lead.
	Participate in annual EAP review/exercise/updates; ensure plan is functional and up to date.	City is lead.
	Update EAP and Contact/Roles list and provide revisions to Stakeholders.	City is lead.
	Manage flood information websites.	Each Stakeholder manages own site; points to Valley Water website for flow.
	Publish Preparedness Public Outreach (e.g., Winter Preparedness) in multiple languages.	Valley Water is lead.
	Provide public education in multiple languages.	Each Stakeholder is lead for own agency resources
	Update Emergency Communications Plan and notification systems.	City is lead.County is key support for warning.

	Responsibility/Activity	Stakeholder*
Monitoring	Set readiness level to Monitoring and determine whether activation of the Emergency Management Organization (EMO), which may include a Multi-Agency Coordination (MAC) Group, as appropriate.	Each Stakeholder is lead for their readiness level and City is lead for MAC Group.
	Conduct monitoring. Communications may be conducted on virtual tools.	Each Stakeholder is lead for own agency resources.
	Meet periodically to discuss the situation and assess activation level. Meetings may be conducted on virtual tools.	Each Stakeholder is lead for their response and City is lead for MAC Group.
	Provide information to Elected Officials as needed.	Each Stakeholder PIO or Liaison is lead for own agency.
	Notify staff of own agency as necessary about the current readiness level of monitoring.	Each Stakeholder is lead for their staff.
	Communicate risk to leadership that includes whether the risk is for areas controlled purely by storm drain runoff (flashy systems) or whether there is risk to encampments of unhoused individuals.	Each Stakeholder is lead within their agency.
	Update computer modeling based on forecast and watershed conditions and provide a copy of any newly generated flood maps on a Valley Water internal drive that can be accessed by appropriate personnel. If possible and deemed necessary, provide forecast flood maps to MAC, Agency Stakeholders and any appropriate EMOs that may have been activated.	Valley Water is lead
	Respond to, and mitigate, minor events as needed; take actions for unsheltered individuals and encampments per agency policy/procedure (encampment hot-spots in Attachment 13); coordinate with each responding agency. This work is limited to locations where stakeholders have land rights or maintenance obligations pursuant to effective licenses and agreements	Each Stakeholder is lead for own area of responsibility.
	Stage equipment at localities likely to be affected as needed; coordinate with each responding agency.	Each Stakeholder is lead for own materials and equipment.
	Identify location for flood fighting resources for the public (e.g., sandbag locations). May begin planning for establishment of special temporary sandbag locations (Attachment 10).	Valley Water is lead.
	Review evacuation planning needs (e.g., maps of impact zones) including possible actions for unsheltered individuals and encampments.	City is lead.
	Participate in operational area communications (e.g., National Weather Service storm forecast telecommunication meetings).	Each Stakeholder participates as needed.
Watch	Set readiness level at “Watch” and determine whether or how to activate the Emergency Management Organization (EMO), which may include an EOC or MAC.	Each Stakeholder is lead for setting their readiness level and EMO. City is lead for MAC.
	Report to designated EOC or MAC facility when directed, as available. The priority is to direct Subject Matter Experts to an EOC or MAC to assist in interpreting information/data during an event if they are available.	Valley Water is lead.

	Responsibility/Activity	Stakeholder*
Watch	Allow the Department Operations Center (DOC) or like organization to manage field response in coordination with EMO.	Each Stakeholder is lead within agency resources
	Notify staff of own agency about the increased readiness level and risks.	Each Stakeholder is lead for own agency.
	Confer with responding Agency Coordinators to determine response coordination needs and resources needs.	Each Stakeholder is equally responsible for cross coordination.
	Evaluate possible need to modify City storm pump station operations.	City is lead with Valley Water support.
	Update location for flood fighting resources for the public and supply additional resources as needed (e.g. sandbag locations). May establish special temporary sandbag sites that could include those shown in Attachment 10. Information on status may be shared between Valley Water and City using collaboration software (e.g., Google Docs, ArcGIS Survey123, or other).	Valley Water is lead.
	Provide public warning in multiple languages.	City is lead. County is key support.
	Deploy LRAD and activate other public notification systems, as appropriate.	City is lead.
	Provide talking points to staff and elected officials as needed.	Each Stakeholder collaborates and is lead for communicating with their staff and elected officials
	Provide information to Elected Officials.	Each Stakeholder is lead for own agency.
	Activate Joint Information System/Joint Information Center (JIS/JIC) as appropriate to coordinate and provide communications.	City is lead.
	Communicate with media as needed.	Each Stakeholder is lead for own agency.
	Provide information on impact and available resources to and from respective EMOs. This may include sharing information through use of collaboration software (e.g., Google Docs, ArcGIS Survey123, or other).	Each Stakeholder is lead for own agency resources.
	Provide information to and from respective EMOs, including status reports and briefings. This may include sharing information through use of collaboration software (e.g., Google Docs, ArcGIS Survey123, or other).	Each Stakeholder is lead.
	Confer with EOC Director of the City EMO on conditions for potential evacuation and shelter support including actions appropriate for encampments of unhoused individuals.	City staff is lead.
	Confer with legal staff on process for proclaiming a Local Emergency or emergency orders, as appropriate.	City EOC Director

	Responsibility/Activity	Stakeholder*
Warning	Set the readiness level for EMO (e.g., MAC and EOCs) at "Warning."	Each Stakeholder is lead for setting their readiness level and EMO. City is lead for MAC.
	Respond to, and mitigate, flood events; take appropriate actions for unsheltered individuals and encampments; coordinate with each responding agency. **Depending on the specific situation this work may not be limited to locations where stakeholders have land rights or maintenance obligations if the health and safety of the community is threatened.**	Each Stakeholder is lead for own area of responsibility and will coordinate and provide mutual aid as available.
	Provide public warning and shelter information in multiple languages.	City is lead. County is key support.
	Implement evacuation plans and deploy resources to evacuate.	City is lead.
	Proclaim Local Emergency as appropriate.	City is lead.
*If only one Stakeholder is noted as lead, all other Stakeholders support the effort.		

Step 4: Termination

Following response to an emergency, the City will determine when to enter into recovery activities. The City EOC Director or IMT Lead will work with the MAC members to determine if the threat no longer exists or if impacts require the engagement of recovery operations. Decisions on how long the EMO remains active depends on the conditions, needs of the community, and need to return to regular operations.

C. PROGRESSIVE RESPONSIBILITIES

As the weather conditions change, the responsibilities of the City, Valley Water and other Stakeholders adjust. The list of responsibilities provided in Table 3 illustrate in general terms how the actions grow or change at each readiness level, and whether the City, Valley Water or Stakeholder have the lead responsibility. More detail on how the action is completed or other creek specific activities performed are provided in additional tables in this document or Appendices to this EAP.

D. FACILITIES

The MAC is made up of staff from the City, Valley Water and other Stakeholders. As the conditions require the use of the MAC to respond during Monitoring, Watch or Warning Stages, the following systems and facilities can be considered to provide a meeting location for the MAC. A decision on which facility or system to implement will be dependent on, but not limited to, the impact of the incident(s), location of the incidents and the resource needs.

- **Virtual**: To facilitate communication between Stakeholders, particularly early on when little impact is felt by the storm, the City will initiate contact with Valley Water and other Stakeholders via an email group. The presenting conditions of the storm will identify when the email will expand to electronic virtual conference with visual and audio features. Information on status, resource availability, and observations may also be shared between Valley Water, City and other Stakeholders using electronic methods (e.g., Google Docs, ArcGIS Survey123, or other). If the MAC transitions to a physical location, virtual activities may

continue to enhance communications between multiple EOCs and Department Operations Centers (DOCs). The storm conditions and availability of MAC personnel will determine the need and efficiency of the virtual operations.

- **City Emergency Operations Center (EOC)**: The Incident Management Team or the City EOC Director will determine when to activate the MAC and make the request to co-locate City, Valley Water and other Stakeholders personnel to the City EOC to act as a MAC. The success and efficiency of the MAC relies on the co-location of City, Valley Water and other Agency Stakeholders. In the event that resources are limited, the City EOC Director can consider other options for where MAC staff co-locate, including continued use of the virtual or requesting the County to support the MAC.

  A City EOC is currently located at 1591 Senter Road (with parking at 1610 10th Street). This City EOC can support 82 people in the primary Operations room. It is fully equipped with backup power, radio communications, data systems, etc. The EOC is supplemented by various Department Operations Centers that may include: Fire, Parks Recreation and Neighborhood Services, Police, Public Works, and Transportation.

E. EQUIPMENT AND TOOLS

Whenever a MAC facility is opened, preparedness activities will ensure the availability and operability of internet access, radios, telephones, and hard copy EOC forms. All representatives responding need to bring their own:

- Identification
- Computer (with appropriate software or modeling systems)
- Data on a USB drive such as contact lists, forms, etc.
- Copies of their respective Emergency Operations Plans and relevant annexes (hardcopy or electronic) and this EAP

F. MULTI-AGENCY COORDINATION GROUP PERSONNEL

The effectiveness of the MAC Group relies on the designated level of authority provided to each Stakeholder representative and the level of the MAC Group activation. Based on the event readiness level and related potential for flooding, the personnel who staff the MAC may evolve, due to the knowledge and authority required.

Subject Matter Experts (SME): Staff from the City, Valley Water and other Stakeholders who have specific knowledge related to the issues of permitting, flood control dynamics, creek flow, potential impacts of flood, geology, hydrology, flood monitoring, engineering and flood response. An SME would be the priority to assign partner agencies EOC or a MAC.

- *Personnel*: These may be personnel assigned to the Operations or Planning Section in their respective Emergency Operations Plan/Emergency Operations Center (EOP/EOC).

- *Authority includes*: Represent Agency on technical matters; Confer with Agency Coordinators (AC) regarding activation of next level; and Engage outside resources such as National Weather Service.

Agency Coordinators: Liaison staff from the City, Valley Water and other Stakeholders who have specific knowledge that will facilitate modifications to plans and procedures, are knowledgeable of the issues related to flood control conditions and maintenance and have authority to recommend actions or updates to plans.

- *Personnel*: These may include personnel assigned to the following EOP/EOC positions:
    - City Department managers from:
        - Law Enforcement
        - Fire and Rescue
        - Public Works
        - Transportation
        - Parks, Recreation and Neighborhood Services
        - Emergency Management (EM)
    - Valley Water managers from:
        - Watersheds
        - Water Utility
- *Authority includes*: Represent Agency in discussion of plans and procedures; Direct access to Agency Representative; Ability to affect Agency operations to support response and mitigation; Ability to affect Agency operations to coordinate with other designated MAC members; Represent Agency in MAC decision-making; and Communicate with next level of Agency management; and to request activation of next level.

Public Information Officers (PIO): Staff from the City, Valley Water and other Stakeholders who have experience with managing and disseminating information to the public via traditional media, social media, electronic methods or other tools with the purpose of distributing preparedness, response, evacuation and recovery information.

- *Personnel*: These may include personnel assigned to the following EMO/EOC positions:
    - Public Information Officer
- *Authority includes*: Ability to create and distribute outreach materials for community awareness and preparedness; Represent each Agency to produce and distribute public notices regarding potential flood, as appropriate; and City PIO initiates activity to disseminate evacuation orders and shelter information.

Agency Representative (AR): Staff from the City, Valley Water and other Stakeholders authorized to re-allocate their own agency resources, provide directives and affect emergency orders. City AR makes final decision on the level of activation of the EAP and on evacuation order.

- *Personnel*: These may include personnel assigned to the following EMO/EOC positions:
    - City:
        - City Manager
        - Assistant City Manager
        - Deputy City Manager
    - Valley Water:
        - Assistant Chief Executive Officer
        - Chief Operating Officer
            - Administration
            - Watersheds
            - Water Utility
            - External Affairs
- *Authority includes*: Ability to commit or redirect their own Agency resources to common MAC issues. City AR confirms considerations for potential evacuation and evacuation order.

Elected Officials: Through each Agency PIO or Liaison staff, elected officials will be contacted and kept informed of the situation during the Watch and Warning stages and provided with appropriate public messaging. If officials are in contact with affected constituents and receive pertinent information, they will convey that information to the MAC through PIO or Liaison staff.

G. MULTI-AGENCY COORDINATION GROUP CONTACT INFORMATION

With the exception of elected officials, the City, Valley Water and other Agency Stakeholders will maintain a roster of who fills each role. Whoever is designated to fill these roles should consider alternate persons to account for vacation, sick leave, etc. When a MAC is convened, anyone filling these roles needs to provide contact information to City of San José Office of Emergency Management. Contact information would include office and mobile phone numbers, email, and other pertinent data.

Within the City EOC, email accounts will be provided that match the role the person is fulfilling. This will allow first shift responders to leave information for incoming staff. It also allows for a common repository for information.

H. PROCEDURES

The Agency Stakeholders, if needed, may develop additional procedures, beyond what is provided herein.

For example, Valley Water may choose to co-locate or assign a liaison to the City's Department of Public Works' and/or Department of Transportation's DOCs. This could facilitate better tracking of their personnel operating in the San José area.

I. COMMUNICATIONS

An emergency radio plan (ICS-215) shall be developed, along with the above-mentioned virtual options.

The MEOC and certain other command vehicles have radio interoperability systems that can (1) communicate on just about any radio system and (2) can "patch" (link) disparate systems together.

3. MOBILIZATION OF EMERGENCY ACTION PLAN

A. PROGRESSIVE TRIGGERS

This EAP is always active because preparedness is a year-round activity. Whether collaborating on flood awareness outreach before an event, responding to a flood event, recovering from an event, or planning for maintenance or improvements after the winter storm season, the need for the City, Valley Water and other Stakeholders to communicate and collaborate is important. Once a potential or actual event is detected, responding in a coordinated way and collaborating on post incident recovery follows a progression of activities/actions.

During high flows, creek conditions can change at a moment's notice and may vary significantly from anticipated. This is especially true for more natural creeks with trees and other vegetation or heavy sediment loads that could cause blockages. For example, flood flows may not be anticipated to reach channel capacity, yet flooding may occur due to changes in the channel condition and may result in a change of flood readiness level (Attachment 12 – Guidance Table for Evaluating Facility During High Flow and Determining Readiness Level).

Therefore, the level of activity will be guided by dynamic decision or educated judgment based on best information available to the Agency SMEs and AC. The level of activity may mirror those activities of the individual jurisdictional Emergency Management Organizations (EMOs). As weather conditions merit and monitoring take place, the SMEs and AC may be in their home offices or jurisdiction's EOC facility, for the Monitoring stage. The "call to action" may be a series of phone calls or electronic meeting rooms among the SMEs and AC to determine the next steps. As conditions progress, City, Valley Water or other Stakeholders are encouraged to convene at the designated MAC facility.

B. NOTIFICATION

The City, Valley Water and other Stakeholders will initiate contact to the appropriate contacts, based on the prevailing weather conditions. This would include those who have a role to perform in the EAP, dispatch and open EOCs. For city responders, City Dispatch, Office of Emergency Management, or others trained in the Everbridge Notification System will initiate the contact and provide information. For Valley Water, Emergency Services will initiate contact and provide the following information.

- Level of Activation
- Situation Status
- Requested Action
- Reporting Requirements

The prevailing conditions will identify whether additional notification or actions will need to take place outside of the designated Stakeholder contacts.

C. RESPONDER NOTIFICATION

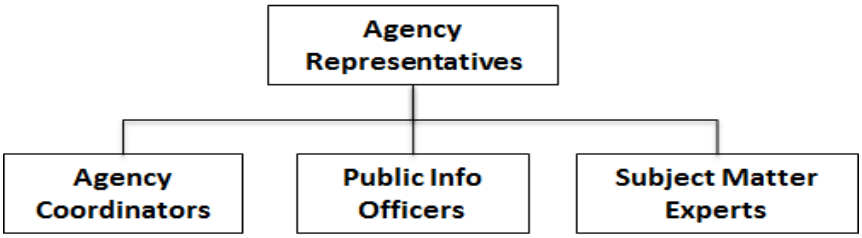
As identified in the following status reporting charts, information from the Field Information Team (FIT) members deployed in the field flows into the Department Operations Center (DOC) or to EOC Operations/Planning & Intelligence. The DOC/EOC staff process the information, track the data, and provide the EOC Operations Section with information. They may use collaboration software (e.g., Google Docs, ArcGIS Survey 123, or other) to share data and information.

D. RECIPROCAL NOTIFICATION

Regardless of activation status, if the City or Valley Water activates its EMO or opens its EOC facility, the jurisdiction is encouraged to notify the other that they have activated. Notification can occur via phone, email, or electronic systems with audio and visual capability.

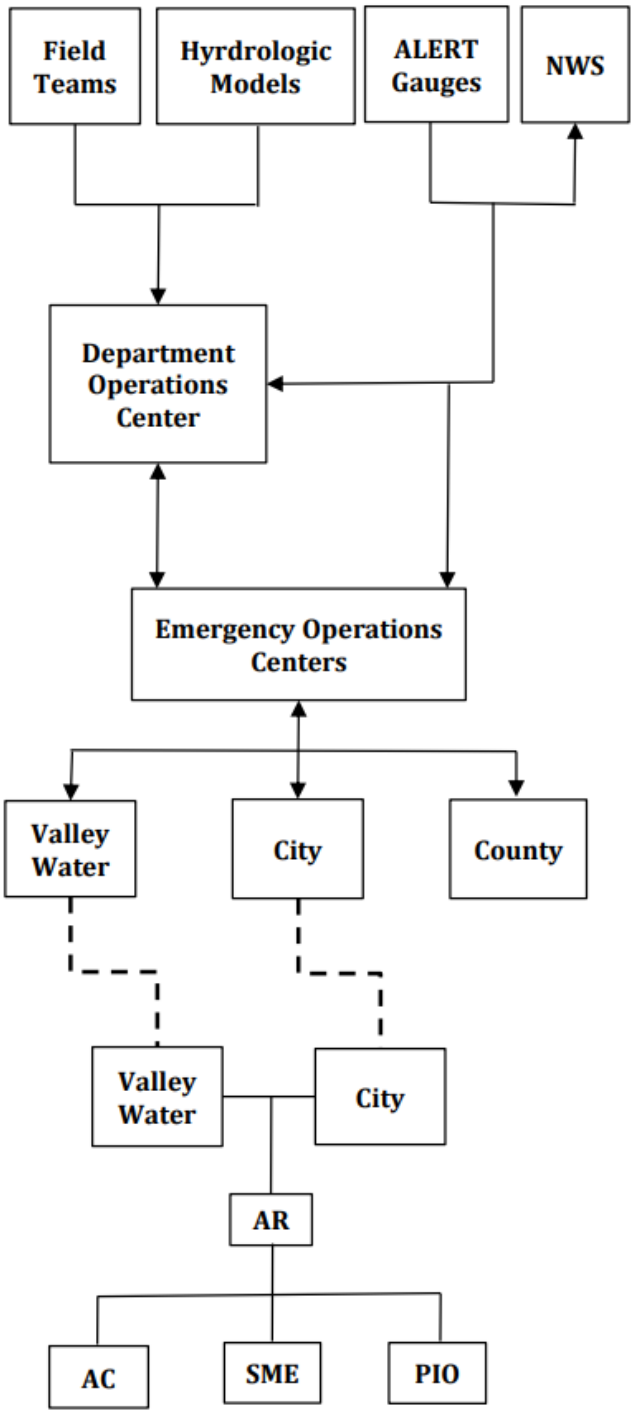
E. PUBLIC WARNING

The City has trained city dispatch, OEM personnel and others to activate the Alert SCC and IPAWS systems. Following protocol, the PIO will generate multilingual messages, have them approved and the trained staff will activate the warning system. Other tools such as social media shall be used and monitored. The deployment of the IPAWS system will be evaluated for most effectiveness and mobilized.

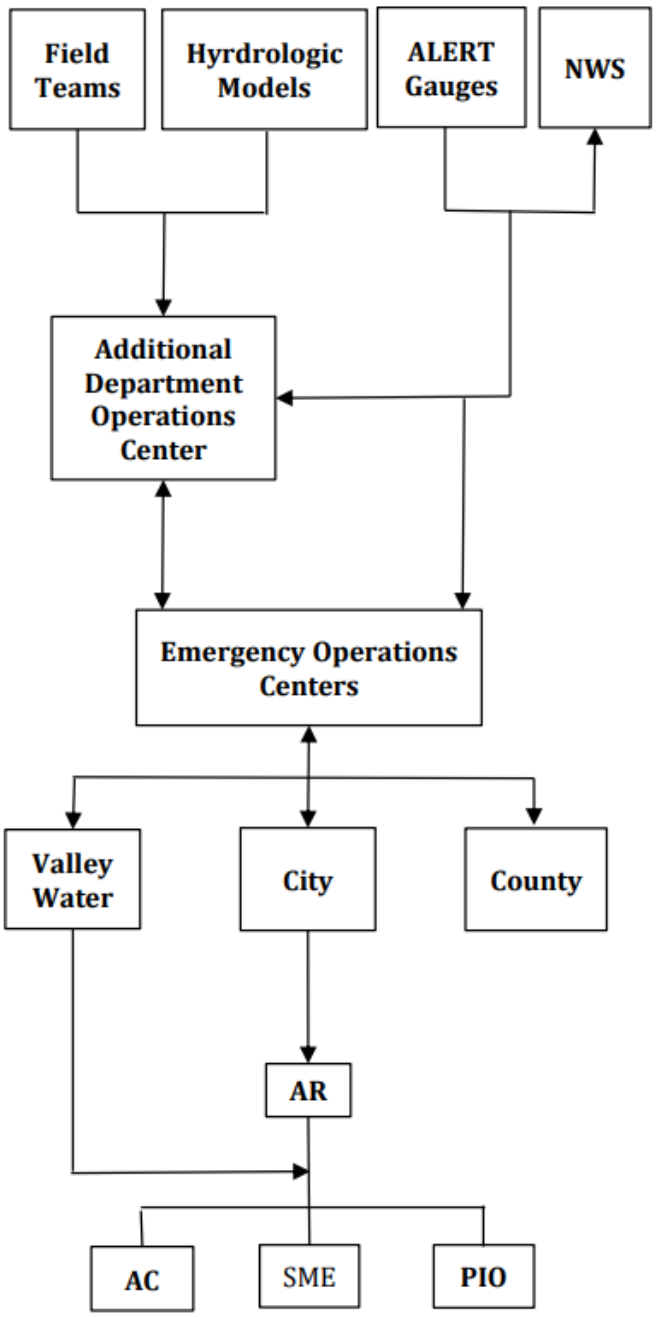
Multi-Agency Coordination Information Flow for "Preparedness": No predicted storm flows in next 72 hours				
				
		Positions are jointly staffed by each involved agency		
Multi-Agency Coordination Group Roles		**City of San José**	**Valley Water**	**Others**
Subject Matter Expert				
	Provide technical data on mitigation and preparedness measures	• Public Works • Transportation • Environmental Services	• Watersheds Operations & Maintenance Division • Watersheds Stewardship & Planning Division • Raw Water Operations & Maintenance Divisions	
	Provide technical floodplain mapping expertise			
	Maintain equipment, gauges, telemetry, communications systems, etc.			
	Update plans and procedures for plans and activities that support the EAP			
Agency Coordinator				
	Has direct access to Agency Representative EOC Director or IMT Lead of own agency	• OEM Director • Public Works Director • Transportation Director • PRNS Director • Environmental Services Director • Police Chief • Fire Chief • Housing Director	• Watersheds Operations & Maintenance Division • Watersheds Stewardship & Planning Division • Raw Water Operations & Maintenance Division	Designated staff from: Santa Clara County SJ Unified School District
	Works with SMEs to collect information, develop plans of action, and identify resources required for preparedness effort			
	Meets on regular basis with EAP agencies on preparedness matters			
	Implements respective parts of the EAP as either department lead or representative of activated Emergency Operations Center			
	Directs/redirects city resources as needed by priorities			
	City OEM in consultation with City EOC Director or IMT Lead will determine need to activate to Monitoring level			

Multi-Agency Coordination Information Flow for "Preparedness": No predicted storm flows in next 72 hours				
Multi-Agency Coordination Group Roles		**City of San José**	**Valley Water**	**Others**
Public Information Officer				
	Provides direction and support on public education jointly with other agencies	Communications Officer E-PIO Team	Public Information Officer	Designated Public Information Officer
	Provides coordination to operate a Joint Information System or Center			
Agency Representative				
	Authorizes: Emergency Action Plan Preparedness Planning Mitigation Plans Budget and Resource Allocation	• City Manager (CM) • Assistant CM • Deputy CM • IMT Lead • EOC Director when EOC is activated	• Assistant Chief Executive Officer • Chief Operations Officer for: Administration Watersheds Water Operations	• County Administrative Officer • San José Unified School District Superintendent
	Meet Annually for plan review and agency coordination			
	May delegate authorities to Agency Coordinator			

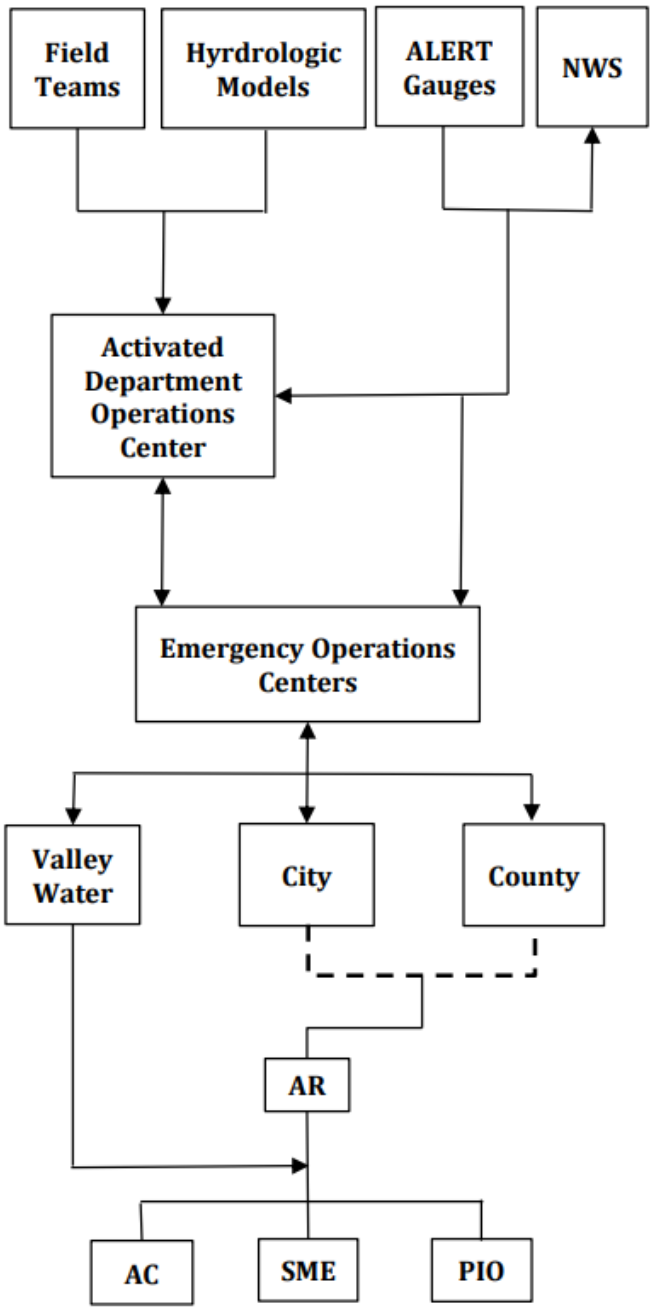
Multi-Agency Coordination Information Flow for "Monitoring": Flood stage in 48-72 hours plus, or depths are at 50% to 70% of flood stage	
Data Collection Efforts	
Data Sources	Field Teams
	City and Valley Water deploy independent units Teams either provide visual information on the levels of the creeks or respond to storm drain demands City and Valley Water coordinate deployments as appropriate
	Hydraulic Modeling and Mapping is managed real time by Valley Water
	ALERT Gauge data is displayed online and available
	National Weather Service provides routine updates
Department Operations Center (DOC)	
Data Assessment	Valley Water will likely activate a DOC or Valley Water Control Center upon rainfall and projection
	City will activate DOC(s) upon deployment of Field Teams and projected weather
	Staffing will depend on storm severity
	City DOC communicates with virtual or present EMO, leadership, MAC or OEM staff
Emergency Management Organization (EMO)	
Coordination and Collaboration	City, Valley Water and County may partially activate individual EMOs to monitor conditions
	Staffing level at start may be a few to track incident and progress to more staff as predicted storms increase.
	City IMT Lead or EOC Director, after consult with staff, determines level of readiness.
	City IMT Lead or EOC Director determines if an EOC facility or MAC is needed; identifies need for virtual MAC or in person
Multi Agency Coordination (MAC) Group	
Enhance Coordination	City EMO sets physical MAC schedule of meetings and requests Valley Water staffing
	Valley Water staffing may be requested to fulfill Subject Matter Expert needs, Agency Coordinator, and or Agency Representative role
	Valley Water responds according to demands and sends at least Subject Matter Expert or Agency Coordinator who has immediate access directly to Agency Representative
	When activated designated MAC Staff complete responsibilities and tasks identified in this EAP



Multi-Agency Coordination Information Flow for "Watch": Flooding within 24 to 48 hours or measured depths are at 70% to 100% of flood stage	
Data Streams	
Data Sources	Field Teams
	City and Valley Water continue field response and observation Follow field operations plan
	Hydraulic Modeling and Mapping is managed real time by Valley Water
	ALERT Gauge data is displayed online available to DOC and EOC facilities
	National Weather Service provides routine updates available to DOC and EOC staff
Department Operations Center (DOC)	
Data Assessment	Valley Water may operate a DOC or Valley Water Control Center upon rainfall and projection
	City maintains DOC(s) activated for Watch and may add DOC for PRNS, Police and Fire
	Staffing will depend on storm severity
	Reporting to agency EOC facility will notably increase to ensure coordinated response
Emergency Management Organization (EMO)	
Coordinate and Collaborate	City, Valley Water and County will have activated individual EMOs to coordinate response to conditions
	City EOC Director or IMT Lead after consult with staff determine level of activation of Warning level
	City EOC Director or IMT Lead determines call for MAC if not already activated; requests appropriate staffing
Multi Agency Coordination (MAC) Group	
Enhance Coordination	City EOC Director or IMT Lead sets physical MAC schedule of meetings and requests Valley Water staffing at City EOC
	Valley Water requested to fulfill Subject Matter Expert needs, Agency Coordinator activity, and or Agency Representative role
	Valley Water responds according to demands and sends as a minimum, a Subject Matter Expert who access directly to Agency Representative
	If MAC staffing response is impeded by demands on multiple waterways, City EOC Director or IMT Lead may request MAC at the County
	When activated designated MAC Staff complete responsibilities and tasks identified in this EAP



Multi-Agency Coordination Information Flow for "Warning": Flood stage is occurring or estimated to occur within 24 hours	
Data Streams	
Data Sources	Field Teams
	City and Valley Water continue field response and observation and may use collaboration software to share info.
	Hydraulic Modeling and Mapping is managed by Valley Water
	ALERT Gauge data is displayed online available to DOC and EOC
	National Weather Service provides routine updates available to DOC and EOC staff
Department Operations Center (DOC)	
Data Assessment	Valley Water may operate a Valley Water Control Center upon rainfall and projection
	City maintains DOC(s) activated in Warning and add DOC for PRNS, Police and Fire
	Staffing may depend on storm severity
	Report frequency to agency EMOs will notably increase to ensure coordinated response
Emergency Management Organization (EMO)	
Coordinate and Collaborate	City, Valley Water and County will have activated individual EOCs to coordinate response to conditions
	City EOC after consult with staff determine evacuation areas and shelter support
	City EOC Director determines involvement of MAC
Multi Agency Coordination (MAC) Group	
Enhance Coordination	City EOC Director sets physical MAC schedule of meetings and requests Valley Water staffing at City EOC facility
	Valley Water requested to fulfill Subject Matter Expert needs, Agency Coordinator activity, and or Agency Representative role
	Valley Water responds according to demands and sends as a minimum, a Subject Matter Expert who has direct access to Agency Representative



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4. EMERGENCY ACTION PLAN OBJECTIVES AND FUNCTIONS

The City, Valley Water and other Stakeholders will focus on the following Objectives, Capabilities, and Functions. The following is consistent with the concepts of the National Incident Management System (NIMS) from the Federal Emergency Management Agency (FEMA) and the Standardized Emergency Management System (SEMS) from the State of California Office of Emergency Services (CalOES).

A. OBJECTIVES

The following objectives are in alignment with the purpose of this EAP to coordinate the interagency response, resource management and recovery operations; and to collaborate on public messaging.

- **Objective 1**: **Identify Conditions, Actions, and Needs**
    - Core Capability: Situational Awareness
- **Objective 2**: **Notification of Involved Agencies**
    - Core Capability: Activation; Coordination
- **Objective 3**: **Emergency Public Information**
    - Core Capability: Public Information Officer (PIO) Collaboration in communications
- **Objective 4**: **Warning**
    - Core Capability: Public Warning
- **Objective 5**: **Coordination of Field Operations; Resource Sharing**
    - Core Capability: Personnel Accountability; Mutual Aid; Tracking; Finance Issues

B. FUNCTIONS

In keeping with the concepts of SEMS and NIMS, utilizing common functions to maintain the orderly flow of information and responsibility between agencies is important. Consistency in utilizing the SEMS Functions in an activation, similar to those in an EOC, improves the organization and communication flow. They are listed below in the order of when they would be called upon during the progression of the EAP:

- Planning and Intelligence
- Operations Coordination
- Emergency Public Information
- Logistics and Resource Management
- Management

Planning/Intelligence

As with any emergency, it can take some time for an agency to (1) ascertain what has happened, (2) what is likely to happen, and (3) what areas and/or systems are affected. The SEMS and NIMS function of Planning/Intelligence helps gather and shape the information needs.

Documentation

All activity and actions will be documented as best as possible through the use of the Activity Log 214, as a minimum, and other forms available at the EOC Facility. The use of status boards is encouraged and will be adapted from available resources.

Situation Status

The SMEs consolidate all intelligence and create Situational Awareness (SA) regarding weather forecasts, damage assessments, flooding reports, traffic conditions, etc. This is accomplished through reports, documentation on the City EOC status boards and maps, and conveyed through an Action Plan (AP). The AP may be verbal at the Monitoring stage. When the City EMO is activated for a MAC, the AP will be written.

Agency and Resource Status

Determining what agencies have accomplished and what they may need includes identifying what personnel and resources have been deployed, the prevailing condition, the need for mutual aid, and tracking other resource demands or similar requests.

Notification

The Planning/Intelligence activities accomplished by the SMEs lead to the appropriate notification of Stakeholders as described in Section 3, Mobilization of EAP, and are accomplished by the City.

Operations Coordination

- Activities and actions required for responding to and mitigating flood events are reported by Field Information Teams (FITs) to the respective DOC.
- The appropriate DOC will monitor respective FITs. The DOC will provide operational updates to the appropriate City EOC Operations Section personnel.
- Critical life safety concerns in the field may be directly relayed from the field to the EMO as needed.

Emergency Public Information

As the event unfolds there is a constant need of notifying the public of conditions and what to do. The Public Information Officers (PIOs) are responsible for identifying with whom to communicate, creating the message, and specifying the format and method of communication to deliver the message public and stakeholders.

The PIOs from each agency will follow the checklists and responsibilities identified in the jurisdiction's EOP. This EAP does not change that responsibility or override the tasks outlined in the plan. The purpose is to coordinate the Public Affairs and/or designated PIOs from each agency to create a common message to avoid confusing the public, which can occur when each of the agencies sends out disparate messages.

Warning

As part of the Emergency Public Information and Warning Core Capability comes the need to let the public know to prepare for the expected impacts of imminent flooding. This is accomplished through use of the Alert SCC, IPAWS, and deployment of LRADs. Door to door contact with volunteers or employees will also be employed.

Special attention to multi-lingual or mono-lingual needs will be considered.

The PIOs should consider the activation of mutual aid and establishment of a Joint Information System (JIS) or Joint Information Center (JIC).

Logistics and Resource Management

As the incident unfolds and resources respond to the prevailing conditions, skilled or scarce resources will be tapped-out and require backfill, replacement or additional support. The support can come in the form of mutual aid assistance, contractors, vendors, or other sources. Resource requests will be noted and coordinated as much as possible through the EMOs or DOCs. The method of request, including the form, will be coordinated with the Agency fulfilling the need. If resources cannot be met by local Agency Stakeholders, a request for assistance can be sent to the Santa Clara County Operational Area.

Reimbursement

As resources from one Agency are shared with another Agency, the use of equipment, personnel or other resources may be reimbursable, based upon agreement.

Management

As conditions warrant or progress, the City, Valley Water and other Stakeholders Authorized Representatives by definition have the ability to make policy decisions, including those on matters of cost and/or liability. The City, Valley Water and other Stakeholders may confer on:

- Critical conditions
- Agency priority responses
- Common resource needs
- Resource request processing
- Managing any conflicting policy issues

C. PROGRESSION

The checklists in the Attachments demonstrate how the City, Valley Water and other Stakeholders Functions grow from Pre-Incident Preparedness to Monitoring, Watch, and Warning. The overall change in level of participation, number of participants, and staffing needs is incident specific, because not all potential or actual incidents are the same.

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ATTACHMENT 1
Emergency Services Contact List

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ATTACHMENT 2
Web-Based Data Sources

VALLEY WATER SITES:

- Homepage – http://valleywater.org/
- Emergency Action Plans – https://www.valleywater.org/flooding-safety/flood-emergency-action-plans
    - The Joint Emergency Action Plan for Severe Storm and Flood Response in City of San José Volume 2 is available at this site.
- Valley Water Submit a Request – https://access.valleywater.org/s/
- Report Blockages/Flooding – https://www.valleywater.org/flooding-safety/flood-ready/report-creek-blockages-local-flooding or https://access.valleywater.org/s/
- Flood Protection Resources – https://www.valleywater.org/floodready
- Valley Water Surface Water Data Portal – http://alert.valleywater.org
- Valley Water Surface Water Data Portal Map – https://alert.valleywater.org/map?p=map
- Valley Water Flood Watch Thresholds – Go to Surface Water Data Portal Map
- Valley Water Flood Watch Forecasts – Go to Surface Water Data Portal Map
- Valley Water Flood Watch Webcams – Go to Surface Water Data Portal Map. Currently Available Webcams are:
    - Coyote Creek at Hwy 237 - https://valleywateralert.org/scvwd/webcams/site.php?cid=9013
    - Berryessa Creek at Cropley Ave - https://valleywateralert.org/scvwd/webcams/site.php?cid=5136
    - Lower Silver Creek at Barberry Trash Rack - https://valleywateralert.org/scvwd/webcams/site.php?cid=9003
    - Guadalupe River at Montague Expressway - https://valleywateralert.org/scvwd/webcams/site.php?cid=5108
    - Guadalupe River at Alma Ave - https://valleywateralert.org/scvwd/webcams/site.php?cid=5138
    - Canoas Creek at Nightingale Dr - https://valleywateralert.org/scvwd/webcams/site.php?cid=9012
    - Ross Creek at Cherry Ave - https://valleywateralert.org/scvwd/webcams/site.php?cid=5051
    - Ross Creek at Meridian Ave - https://valleywateralert.org/scvwd/webcams/site.php?cid=9004
- Sandbags – https://www.valleywater.org/flooding-safety/flood-ready/sandbags

CITY SITES:

- City of San José:
    - Homepage – https://www.sanjoseca.gov/your-government
    - Emergency Management – https://www.sanjoseca.gov/your-government/departments-offices/office-of-the-city-manager/emergency-management
    - Emergency Notifications – https://www.sanjoseca.gov/news-stories/news/emergency-notifications
- City of Milpitas:
    - Homepage – https://www.milpitas.gov/
    - Emergency Management – https://www.milpitas.gov/172/Office-of-Emergency-Management
    - Emergency Notifications on ALERTSCC – https://emergencymanagement.sccgov.org/AlertSCC

ATTACHMENT 2
Web-Based Data Sources (continued)

FEDERAL EMERGENCY MANAGEMENT AGENCY SITES:

- FEMA Flood Map Search – https://msc.fema.gov/portal/search
- FEMA NIMS ICS Forms – https://training.fema.gov/icsresource/icsforms.aspx

NATIONAL WEATHER SERVICE SITES:

- NWS Watch, Warning, Advisory – https://www.spc.noaa.gov/products/wwa/
- NWS Forecasts – https://graphical.weather.gov/sectors/pacsouthwest.php
- NWS Flood Forecast – http://water.weather.gov/ahps2/forecasts.php?wfo=mtr
- NWS Flood Severity – https://water.weather.gov/ahps2/index.php?wfo=mtr

ATTACHMENT 3
Subject Matter Experts Action List

PURPOSE:

- Provide hydrological, geological and waterway estimated assessments.
- Provide expertise on flood fight operations and estimated impacts on critical infrastructure including utilities and transportation.

WHO DESIGNATED:

City	Valley Water and Other Stakeholders
• Public Works • Transportation	• Watersheds Operations & Maintenance Division • Watersheds Stewardship & Planning Division • Raw Water Operations & Maintenance Division

ACTIONS:

	Responsibility/Activity	Stakeholder
Preparedness	Provide technical data on mitigation and preparedness measures.	Each Stakeholder is lead for own agency resources.
	Conduct field inspections of creeks and facilities.	Each parcel owner is lead in own right of way.
	Jointly discuss property management needs and plans.	Each parcel owner is responsible.
	Perform mitigation work to reduce flood risk.	Each Stakeholder is lead on own property. By agreement can release to others.
	Provide technical floodplain mapping expertise. Provide City an electronic link to Design Storm (e.g., 10-year, 25-year and/or 100-year) flood maps for creeks included in Appendices.	Valley Water is lead.
	Maintain equipment, gauges, telemetry, communications systems, etc.	Valley Water lead for stream gauges and Valley Water equipment. City lead for city equipment.
	Develop and maintain computer models of watersheds and creeks.	Valley Water is lead.
	Participate in winter preparedness workshop.	Valley Water is lead.
	Participate in annual EAP review/exercise/updates; ensure plan is functional and up to date.	City is lead.
	Manage flood information websites.	Each Stakeholder manages own site; points to Water Valley Water for flow.

ATTACHMENT 3
Subject Matter Experts Action List (continued)

	Responsibility/Activity	Stakeholder
Monitoring	Conduct formal monitoring, communicate via virtual systems; communicate with Agency Coordinators to discuss monitoring information.	Each Stakeholder is lead for own agency resources.
	Communicate technical information and risk to Emergency Management Organization (e.g., EOC) representatives that includes whether the risk is for areas controlled purely by storm drain runoff (flashy systems).	Each Stakeholder is lead within their agency.
	Report to designated MAC facility when directed, and available.	Each Stakeholder responds to designated MAC facility.
	Review evacuation planning needs (e.g., maps of impact zones) including actions for unsheltered individuals and encampments.	City is lead.
	Provide information to and from respective Emergency Management Organizations (EMOs), including status reports and briefings.	Each Stakeholder is lead.
	Report to designated EMO facility when directed, as available.	Valley Water is lead.
	Evaluate possible need to modify storm pump station operations.	City is lead with Valley Water support.
	Update computer modeling based on forecast and watershed conditions and provide a copy of flood maps on a Valley Water internal drive that can be accessed by appropriate personnel at agency EMOs. If possible and deemed necessary, provide forecast flood maps to Agency Stakeholders and appropriate EMOs.	Valley Water is lead.
Watch	Communicate risk to EOC/MAC representatives that includes whether the risk is for areas controlled purely by storm drain runoff (flashy systems).	Each Stakeholder is lead within their agency.
	Notify staff of own agency about the increased readiness level.	Each Stakeholder is lead for own agency.
Warning	Evaluate possible need to modify storm pump station operations.	City is lead with Valley Water support.

*If only one Stakeholder is noted as lead, all other Stakeholders support the effort.

ATTACHMENT 4
Agency Coordinators Action List

- Agency Coordinators are designated Agency Stakeholder staff who may normally be assigned roles in an EOC Management or Operations Section.

- Agency Coordinators should have authority to recommend actions or updates to plans.

PURPOSE:

- Agency Coordinator primary role is to coordinate actions between the Stakeholders to resolve questions on response and assign resources from their respective agency for comprehensive support to the storm condition.

WHO DESIGNATED:

City	Valley Water and Other Owners
Operations Section staff includes: • Public Works • Transportation • Utilities • Police • Fire • Parks, Recreation and Neighborhood Services • Housing • Emergency Management	• Watersheds Operations & Maintenance Division • Watersheds Stewardship & Planning Division • Raw Water Operations & Maintenance Division

ACTIONS:

	Responsibility/Activity	Stakeholder
Preparedness	Provide technical data on mitigation and preparedness measures.	Each Stakeholder is lead for own agency resources.
	Jointly discuss property management needs and plans.	Each parcel owner is responsible.
	Inventory and Procure Flood Fighting Materials and Equipment.	Each Stakeholder is lead for own materials and equipment.
	Involve FEMA Floodplain Manager who maintains the National Flood Insurance Program Community Rating System certification.	City is lead.
	Implement and enforce building codes for building in floodplains.	City is lead.
	Participate in winter preparedness workshop.	Valley Water is lead.
	Participate in annual EAP review/exercise/updates; ensure plan is functional and up to date.	City is lead.
	Update EAP and Contact/Roles list and provide revisions to Stakeholders.	City is lead.
	Update Emergency Communications Plan and notification systems.	City is lead. County is key support for warning.

ATTACHMENT 4
Agency Coordinators Action List (continued)

	Responsibility/Activity	Stakeholder
Monitoring	Notify staff of own agency about the increased readiness level.	Each Stakeholder is lead for their staff.
	Communicate risk to Emergency Management Organization (EMO) representatives that includes whether the risk is for areas controlled purely by storm drain runoff (flashy systems).	Each Stakeholder is lead within their agency.
	Participate as necessary in response to and mitigation of minor events as needed; coordinate with each responding agency.	Each Stakeholder is lead for own materials and equipment.
	Help assure that equipment is staged at localities likely to be affected as needed; coordinated with each responding agency.	Each Stakeholder is lead for own materials and equipment.
	Confer with IMT Lead or EOC Director on conditions for activating next level.	City is lead.
	Confer with IMT Lead or EOC Director for activation of a MAC.	City is lead.
	Identify location for flood fighting resources for the public (e.g., sandbag locations). May begin planning for establishment of special temporary sandbag locations (Attachment 10).	Valley Water is lead.
	Review evacuation planning needs.	City is lead.
Watch	Manage information from the Department Operations Center (DOC).	Each Stakeholder is lead within their agency.
	Allow the DOC to manage field response.	Each Stakeholder is lead within agency resources.
	Confer with responding Agency Coordinators to determine response coordination needs and resources needs.	Each Stakeholder is equally responsible for cross coordination.
	Participate as necessary in response to and mitigation of minor events as needed; coordinate with each responding agency.	Each Stakeholder is lead for own materials and equipment.
	Update location for flood fighting resources for the public and supply additional resources as needed (e.g., sandbag locations). May establish special temporary sandbag sites that could include those shown in Attachment 10.	Valley Water is lead.
	Activate public notification as appropriate, which may include use of an LRAD.	City is lead.
	Provide information on impact and available resources to and from respective EMOs.	Each Stakeholder is lead for own agency resources.
	Provide information to and from respective EMOs, including status reports and briefings.	Each Stakeholder is lead.
	Confer with IMT Lead or EOC Director for activation of a MAC.	City is lead.
	Report to designated MAC facility when directed, as available.	Valley Water is lead.
	Confer with EOC on conditions for potential evacuation and shelter support.	City is lead.

ATTACHMENT 4
Agency Coordinators Action List (continued)

	Responsibility/Activity	Stakeholder
Warning	Report to designated MAC facility when directed, if not already done.	Valley Water is lead.
	Implement evacuation plans and deploy resources to evacuate.	City is lead.
	Coordinate resources through respective EMOs.	Each Stakeholder is lead for own resources.
*If only one Stakeholder is noted as lead, all other Stakeholders support the effort.		

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ATTACHMENT 5
Public Information Officer Action List

PURPOSE:

- Provide public communications before, during and after a flood emergency.
- Prepare and coordinate public message between agencies.
- Provide public notification.

WHO DESIGNATED:

City	Valley Water and Other Stakeholders
• Communications Director • Designated city reps	• External Affairs • Office of Communications

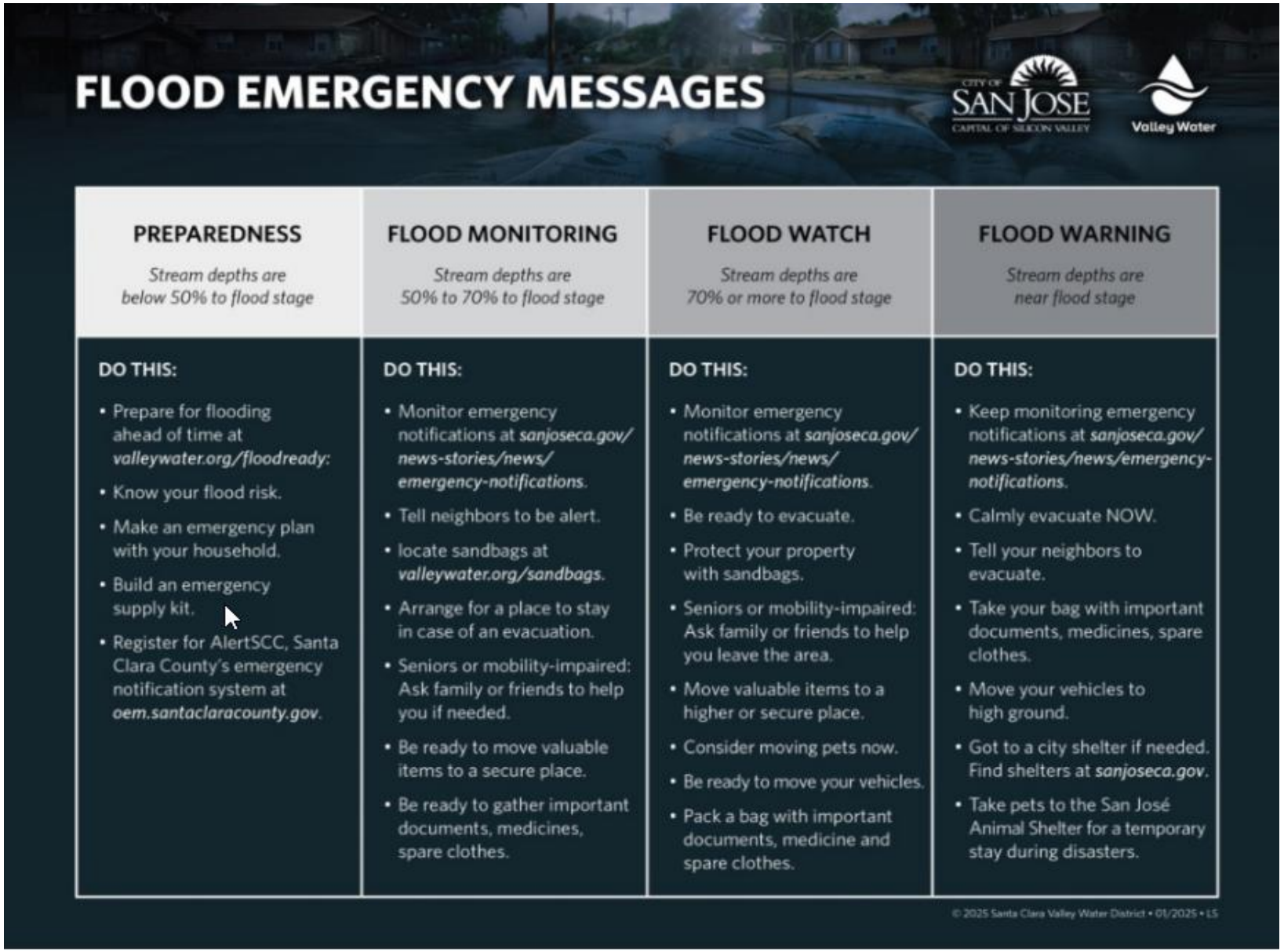
ACTIONS:

	Responsibility/Activity	Stakeholder
Preparedness	Participate in winter preparedness workshop.	Valley Water is lead.
	Participate in annual EAP review/exercise/updates; ensure plan is functional and up to date.	City is lead.
	Update EAP and Contact/Roles list and provide revisions to Stakeholders.	City is lead.
	Publish Preparedness Public Outreach (e.g., Winter Preparedness).	Valley Water is lead.
	Provide public education regarding flooding. Stakeholders should communicate on outreach.	Each Stakeholder is lead for own agency resources.
	Update Emergency Communications Plan and notification systems.	City is lead. County is key support for warning.
Monitoring	Notify staff of own agency about the increased readiness level and provide talking points as appropriate.	Each Stakeholder is lead for their staff.
	Provide public education regarding flooding. Stakeholders should communicate on outreach.	Each Stakeholder collaborates and is lead to their constituents.
	Provide information to Elected Officials.	Each Stakeholder is lead for own agency.
Watch	Provide public information in multiple languages.	Each Stakeholder collaborates and is lead to their constituents.
	Report to designated MAC facility when directed, and available.	Each Stakeholder responds to designated MAC facility.
	Provide public warning in multiple languages.	City is lead. County is key support.
	Activate public notification as appropriate, which may include deployment of an LRAD..	City is lead.
	Provide talking points to staff and elected officials as needed.	Each Stakeholder collaborates and is lead for communicating with their staff and elected officials.

ATTACHMENT 5
Public Information Officer Action List (continued)

	Responsibility/Activity	Stakeholder
	Activate JIS/JIC as appropriate.	City or County is lead.
	Communicate with media as needed.	Each Stakeholder is lead for own agency.
Warning	Report to designated MAC facility when directed, if not already done.	Valley Water is lead.
	Provide public warning and shelter information in multiple languages.	City is lead. County is key support.
	Activate JIS/JIC as appropriate to jointly communicate with media.	City or County is lead.
	Coordinate public information resources through respective EMOs.	Each Stakeholder is lead for own resources.
*If only one Stakeholder is noted as lead, all other Stakeholders support the effort.		

PUBLIC COMMUNICATIONS MESSAGING




洪水紧急信息
CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY
Valley Water
准备状态
溪流深度低于洪水水位的50%
请这样做：
• 根据 valleywater.org/floodready 的内容，提前做好防洪准备：
• 了解您面临的洪灾风险。
• 与家人制定一个应急计划。
• 准备一个应急供给包。
• 通过 oem.santaclaracounty.gov，注册 Santa Clara 县的紧急通知系统 AlertSCC。
洪水监测
溪流深度为洪水水位的50%至70%
请这样做：
• 在 sanjoseca.gov/news-stories/news/emergency-notifications 随时关注紧急通知信息。
• 告知邻居提高警惕。
• 在 valleywater.org/sandbags 确定沙袋供应地点。
• 提前安排好撤离后的去处。
• 老年人或行动不便人士：如果需要，请寻求家人或朋友的帮助。
• 做好将贵重物品移至安全地点的准备。
• 做好收集重要文件、药品和备用衣物的准备。
洪灾警戒
溪流深度为洪水水位的70%或以上
请这样做：
• 在 sanjoseca.gov/news-stories/news/emergency-notifications 随时关注紧急通知信息。
• 做好疏散撤离准备。
• 用沙袋保护您的房屋。
• 老年人或行动不便人士：请家人或朋友帮助您撤离所在区域。
• 将贵重物品移至地势较高或安全的地点。
• 考虑在此刻转移宠物。
• 做好移动车辆的准备。
• 把重要文件、药品和备用衣物装在一个包里。
洪灾警告
溪流深度接近洪水水位
请这样做：
• 在 sanjoseca.gov/news-stories/news/emergency-notifications 随时关注紧急通知信息。
• 立即冷静撤离。
• 告知邻居进行撤离。
• 携带好装有重要文件、药品和备用衣物的包袋。
• 将车辆移至地势更高处。
• 如果需要，前往城市避难所。在sanjoseca.gov寻找城市避难所位置。
• 灾难期间，将宠物带到圣何塞动物收容所（San José Animal Shelter）
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THÔNG ĐIỆP KHẨN CẤP VỀ LŨ LỤT
CITY OF SAN JOSE CAPITAL OF SILICON VALLEY
Valley Water
CHUẨN BỊ SẴN SÀNG
Mực nước sông suối dưới 50% so với mực nước lũ
HÃY LÀM ĐIỀU NÀY:
• Chuẩn bị trước cho tình trạng lũ lụt tại valleywater.org/floodready.
• Nhận biết nguy cơ lũ lụt.
• Lên kế hoạch cho tình trạng khẩn cấp cùng gia đình.
• Chuẩn bị bộ đồ dùng khẩn cấp.
• Đăng ký AlertSCC, hệ thống thông báo về tình trạng khẩn cấp của Quận Santa Clara tại oem.santaclaracounty.gov.
THEO DÕI LŨ LỤT
Mực nước sông suối từ 50% đến 70% so với mực nước lũ
HÃY LÀM ĐIỀU NÀY:
• Theo dõi các thông báo về tình trạng khẩn cấp tại sanjoseca.gov/news-stories/news/emergency-notifications.
• Bảo hàng xóm cảnh giác.
• Tìm các bao cát tại valleywater.org/sandbags.
• Chuẩn bị nơi ở phòng trường hợp phải sơ tán.
• Người cao tuổi hoặc người suy giảm khả năng vận động: Nhờ gia đình hoặc bạn bè giúp đỡ nếu cần.
• Sẵn sàng di chuyển các vật dụng có giá trị đến nơi an toàn.
• Chuẩn bị sẵn các giấy tờ quan trọng, thuốc men, quần áo dự phòng.
COI CHỪNG LŨ
Mực nước sông suối từ 70% trở lên so với mực nước lũ
HÃY LÀM ĐIỀU NÀY:
• Theo dõi các thông báo về tình trạng khẩn cấp tại sanjoseca.gov/news-stories/news/emergency-notifications.
• Sẵn sàng sơ tán.
• Bảo vệ nhà cửa bằng bao cát.
• Người cao tuổi hoặc người suy giảm khả năng vận động: Nhờ gia đình hoặc bạn bè giúp bạn rời khỏi khu vực.
• Di chuyển các vật dụng có giá trị đến vị trí cao hơn hoặc an toàn hơn.
• Xem xét đưa thú cưng đi nơi khác ngay bây giờ.
• Sẵn sàng di chuyển xe.
• Cất các giấy tờ quan trọng, thuốc men và quần áo dự phòng vào trong túi xách.
CẢNH BÁO LŨ LỤT
Mực nước sông suối gần bằng mực nước lũ
HÃY LÀM ĐIỀU NÀY:
• Tiếp tục theo dõi các thông báo về tình trạng khẩn cấp tại sanjoseca.gov/news-stories/news/emergency-notifications.
• Bình tĩnh sơ tán NGAY BÂY GIỜ.
• Thông báo cho hàng xóm đi sơ tán.
• Mang theo túi xách đựng các giấy tờ quan trọng, thuốc men, quần áo dự phòng.
• Di chuyển xe lên vị trí cao hơn.
• Đến nơi trú ẩn trong thành phố nếu cần. Tìm nơi trú ẩn tại sanjoseca.gov.
• Đưa thú cưng đến lưu trú tạm thời tại Trung tâm Chăm sóc Động vật San José trong thời gian xảy ra thiên tai.
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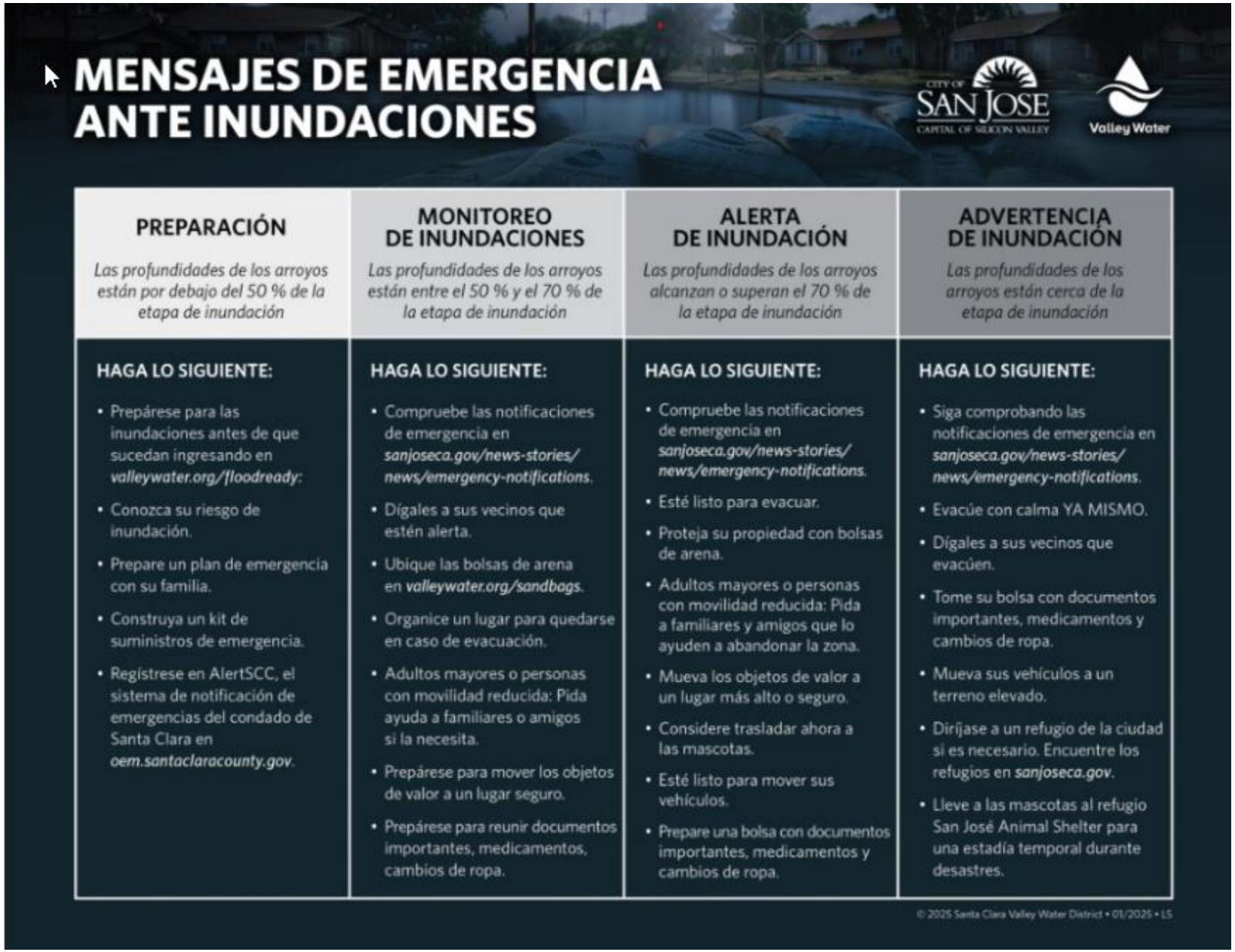
MENSAJES DE EMERGENCIA ANTE INUNDACIONES
CITY OF SAN JOSE CAPITAL OF SILICON VALLEY
Valley Water
PREPARACIÓN
Las profundidades de los arroyos están por debajo del 50 % de la etapa de inundación
HAGA LO SIGUIENTE:
• Prepárese para las inundaciones antes de que sucedan ingresando en valleywater.org/floodready.
• Conozca su riesgo de inundación.
• Prepare un plan de emergencia con su familia.
• Construya un kit de suministros de emergencia.
• Regístrese en AlertSCC, el sistema de notificación de emergencias del condado de Santa Clara en oem.santaclaracounty.gov.
MONITOREO DE INUNDACIONES
Las profundidades de los arroyos están entre el 50 % y el 70 % de la etapa de inundación
HAGA LO SIGUIENTE:
• Compruebe las notificaciones de emergencia en sanjoseca.gov/news-stories/news/emergency-notifications.
• Dígales a sus vecinos que estén alerta.
• Ubique las bolsas de arena en valleywater.org/sandbags.
• Organice un lugar para quedarse en caso de evacuación.
• Adultos mayores o personas con movilidad reducida: Pida ayuda a familiares o amigos si la necesita.
• Prepárese para mover los objetos de valor a un lugar seguro.
• Prepárese para reunir documentos importantes, medicamentos, cambios de ropa.
ALERTA DE INUNDACIÓN
Las profundidades de los arroyos alcanzan o superan el 70 % de la etapa de inundación
HAGA LO SIGUIENTE:
• Compruebe las notificaciones de emergencia en sanjoseca.gov/news-stories/news/emergency-notifications.
• Esté listo para evacuar.
• Proteja su propiedad con bolsas de arena.
• Adultos mayores o personas con movilidad reducida: Pida a familiares y amigos que lo ayuden a abandonar la zona.
• Mueva los objetos de valor a un lugar más alto o seguro.
• Considere trasladar ahora a las mascotas.
• Esté listo para mover sus vehículos.
• Prepare una bolsa con documentos importantes, medicamentos y cambios de ropa.
ADVERTENCIA DE INUNDACIÓN
Las profundidades de los arroyos están cerca de la etapa de inundación
HAGA LO SIGUIENTE:
• Siga comprobando las notificaciones de emergencia en sanjoseca.gov/news-stories/news/emergency-notifications.
• Evacúe con calma YA MISMO.
• Dígales a sus vecinos que evacúen.
• Tome su bolsa con documentos importantes, medicamentos y cambios de ropa.
• Mueva sus vehículos a un terreno elevado.
• Diríjase a un refugio de la ciudad si es necesario. Encuentre los refugios en sanjoseca.gov.
• Lleve a las mascotas al refugio San José Animal Shelter para una estadía temporal durante desastres.
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GET FLOOD READY

- Develop an emergency plan.
- Put together your 3-day emergency kit.
- Download disaster emergency apps.
- Check if your home or business is in a FEMA Special Flood Hazard Area at **valleywater.org/floodready**.
- Get sandbags before a flood.
- Keep debris and trash out of streams.
- Get flood insurance ahead of time. Most property insurance policies, such as homeowner's insurance, will not cover flood damage. Visit **floodsmart.gov**.
- Don't drive through standing water. One foot of water is enough to float a vehicle away.
- Check with your city or county floodplain manager before you build.

¿Está preparado para las inundaciones?

- Elabore un plan de emergencia.
- Arme su kit de emergencia de 3 días.
- Descargue aplicaciones para emergencias durante desastres.
- Revise si su hogar o negocio se encuentra en un área especial de riesgo de inundación de FEMA en **valleywater.org/floodready**.
- Consiga sacos de arena antes de una inundación.
- Mantenga los escombros y la basura fuera de los arroyos.
- Obtenga un seguro contra inundaciones con anticipación. La mayoría de las pólizas de seguro, como el seguro del propietario, no cubren los daños que ocasionan las inundaciones. Visite **floodsmart.gov**.
- Comprenda los riesgos de las inundaciones poco profundas; no conduzca por agua estancada.
- Revise con el gerente de planicies aluviales de su ciudad o condado antes de construir.

Quý vị đã sẵn sàng ứng phó với ngập lụt chưa?

- Thiết lập một kế hoạch khẩn cấp.
- Tập hợp bộ dụng cụ khẩn cấp đủ dùng trong 3 ngày.
- Tải về các ứng dụng ứng phó thảm họa khẩn cấp.
- Kiểm tra xem nhà hoặc cơ sở kinh doanh của quý vị có nằm trong Khu vực đặc biệt có nguy cơ ngập lụt của FEMA hay không tại **valleywater.org/floodready**.
- Chuẩn bị các bao cát trước khi ngập lụt.
- Dọn sạch mảnh vụn và rác khỏi các dòng suối của chúng ta.
- Mua bảo hiểm lũ lụt trước. Hầu hết các hợp đồng bảo hiểm tài sản, chẳng hạn như bảo hiểm dành cho chủ sở hữu nhà, sẽ không bao trả thiệt hại do lũ lụt. Truy cập **floodsmart.gov**.
- Hiểu rõ các rủi ro ở vùng ngập nông không lái xe qua vùng nước đọng.
- Kiểm tra với viên chức quản lý vùng ngập lụt trên địa bàn thành phố hoặc quận của quý vị trước khi quý vị xây dựng công trình.

您做好防洪准备了吗？

- 制定应急计划。
- 将3天应急包放在一起。
- 下载灾害应急应用程序。
- 在**valleywater.org/floodready**上确认您的住宅或商家是否位于FEMA特别洪水危险区。
- 在发生洪水之前准备好沙袋。
- 让碎屑和垃圾远离河流。
- 提前购买防洪险。大多数财产保险，例如业主保险，是不承保洪水带来的损失。访问**floodsmart.gov**。
- 切勿在积水中行车。一英尺深的洪水足以冲走一辆车。
- 建造之前，向市或县河漫滩管理者咨询。

ValleyWater.org/floodready

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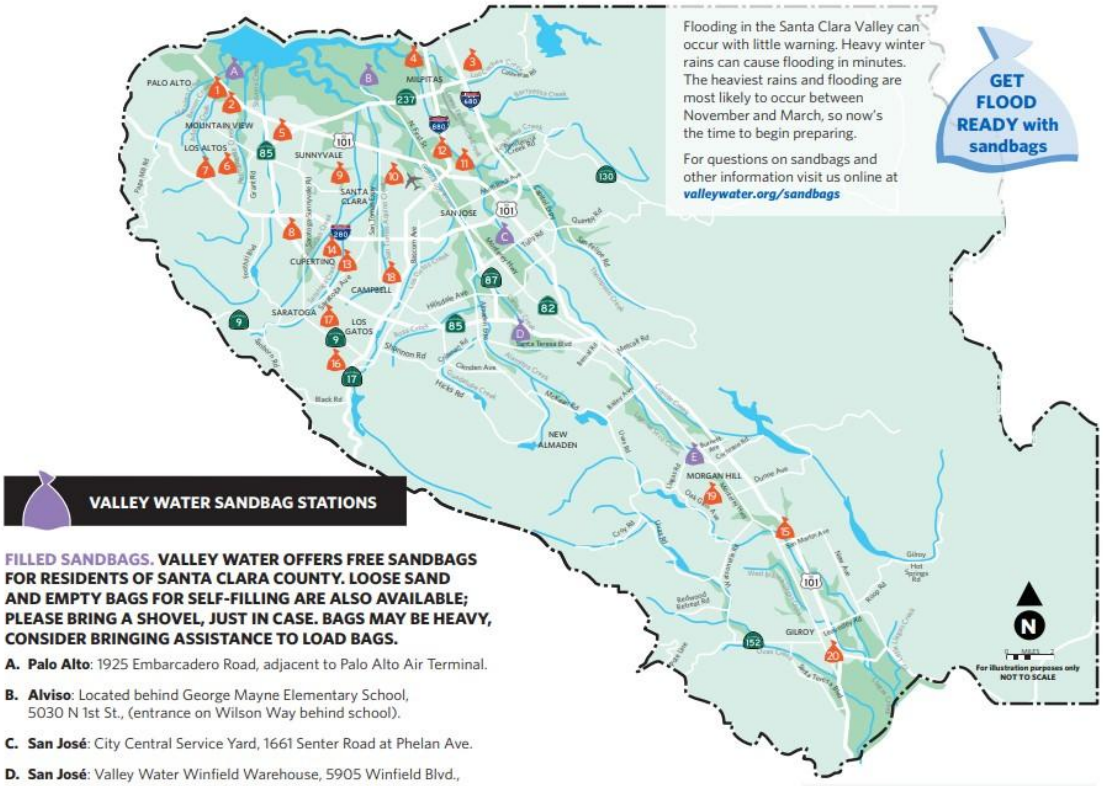
Valley Water

Sandbag Locations

Valley Water



VALLEY WATER SANDBAG STATIONS

FILLED SANDBAGS. VALLEY WATER OFFERS FREE SANDBAGS FOR RESIDENTS OF SANTA CLARA COUNTY. LOOSE SAND AND EMPTY BAGS FOR SELF-FILLING ARE ALSO AVAILABLE; PLEASE BRING A SHOVEL, JUST IN CASE. BAGS MAY BE HEAVY, CONSIDER BRINGING ASSISTANCE TO LOAD BAGS.

A. **Palo Alto**: 1925 Embarcadero Road, adjacent to Palo Alto Air Terminal.

B. **Alviso**: Located behind George Mayne Elementary School, 5030 N 1st St., (entrance on Wilson Way behind school).

C. **San José**: City Central Service Yard, 1661 Senter Road at Phelan Ave.

D. **San José**: Valley Water Winfield Warehouse, 5905 Winfield Blvd., between Blossom Hill Rd. and Coleman Ave. Bag pickup street access only.

E. **Morgan Hill**: El Toro Fire Station, 18300 Old Monterey Rd., next to the Union Pacific Railroad overpass above Monterey Highway.

LEGEND

- Creeks, rivers and reservoirs
- Flood prone areas
- City/County public works yards
- Valley Water maintained sites

OTHER SOURCES OF UNFILLED SANDBAGS

BAGS AND SAND. OTHER SOURCES ALSO PROVIDE BAGS AND SAND. PLEASE BRING A SHOVEL AND ASSISTANCE FOR LOADING HEAVY BAGS, IF NECESSARY. BE AWARE THAT SOME SITES REQUIRE PROOF OF RESIDENCY:

1. **Palo Alto**: Mitchell Park, 600 E. Meadow Dr. near baseball field. Bags and sand. 650-496-6974.
2. **Palo Alto**: Rinconada Park Tennis Court Parking Lot (intersection of Hopkins Ave. and Newell Rd.). Filled bags. 650-496-6974.
3. **Milpitas**: Sport Center Parking Lot at 1325 E. Calaveras Blvd. Filled bags. 408-586-2600, after hours: 408-586-2399.
4. **Milpitas**: Hall Memorial Park Parking Lot, Cross Streets La Honda and Hermina St. Bags and sand. 408-586-2600.
5. **Mountain View**: Public Services, 231 N. Whisman Rd. Bags and sand at parking lot. Must bring shovel. 650-903-6395.
6. **Los Altos**: Municipal Service Center, 707 Fremont Ave. at McKenzie Park parking lot. Bags and sand. 650-947-2785.
7. **Los Altos Hills**: Corporation Yard, 27500 Purissima Rd. at Little League Field. Must bring bag and shovel. 650-941-7222.
8. **Cupertino**: City Corporation Yard, 10555 Mary Ave. Bags and sand outside the gate. Must provide own shovel. 408-777-3269.
9. **Sunnyvale**: Corporation Yard, 221 Commercial St. at end of California St. Filled bags. 408-730-7566, after hours: 408-730-7490.
10. **Santa Clara**: City Corporation Yard, 1700 Walsh Ave. Filled bags at front door. Daytime: 408-615-3080, after hours: 408-615-5640.
11. **San José**: City Mabury Yard, 1404 Mabury Rd. Bags and sand provided. 408-277-4373.
12. **San José**: County East Yard, 1505 Schallenberger Rd., 408-494-2750.
13. **San José**: County West Yard, 11030 Doyle Rd. Bags and sand outside gate. Must bring shovel. 408-366-3100, after hours: 408-299-2507.
14. **San José**: City West Yard, 5090 Williams Rd., Filled bags outside gate. 408-343-3100.
15. **San Martin**: County South Yard, 13600 Murphy Ave. Bags and sand. 408-683-1240
16. **Los Gatos/Monte Sereno**: 41 Miles Ave. at Balzer Field parking lot (Monte Sereno citizens pick up at Los Gatos site). Bags and sand. 408-399-5770, after hours: 408-354-8600.
17. **Saratoga**: Corporation Yard, 19700 Allendale Ave., near Post Office. Self-fill bags. Bags and sand provided outside gate. 408-868-1245.
18. **Campbell**: Serivce Center, 290 South Dillon Ave. Bags and sand available Monday through Friday from 7 a.m.–3 p.m. Must bring shovel. 408-866-2145.
19. **Morgan Hill**: City Corporation Yard, 100 Edes Ct. Bags and sand outside gate. Must bring shovel. 408-776-7333.
20. **Gilroy**: Corporation Yard, 613 Old Gilroy St. Bags and sand in the parking lot behind fire station. Must bring shovel. 408-846-0370.

"All 'Bags and Sand' sites are open 24 hours a day, 7 days a week unless otherwise noted."

valleywater.org

Clean Water • Healthy Environment • Flood Protection

PUBLIC COMMUNICATIONS DELIVERY METHODS

1. Coordinate messages for ALERT SCC and IPAWS if warranted.

2. Prepare MEDIA NEWS RELEASE including ethnic media.

3. Engage RADIO & TV STATIONS – Provide specific broadcast information.

4. Broadcast on SOCIAL MEDIA: Post message to NEXTDOOR, FACEBOOK, X, CITY WEBSITE and other social media.

5. Provide public message talking points to field operations staff when they are approached by the public or others.

6. Inform staff/contractors who communicate with HOMELESS ENCAMPMENTS: The City and Contract staff to walk encampments and share above warnings.

7. Inform administrators at SCHOOLS, CHURCHES and SJSU IN FLOOD ZONE.

8. Contact managers at MOBILE HOME PARK OFFICES.

9. Contact leaders at Chamber of Commerce, Downtown Association to engage BUSINESS DISTRICT and Neighborhood Business Districts.

10. Inform KNOCK-AND-TALK groups in at-risk neighborhoods. Staff prepared with numbers to call and basic info if asked.

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ATTACHMENT 6
Agency Representative Action List

PURPOSE:

- Direct actions to facilitate the EAP.
- Re-allocate agency resources to address EAP as needed.
- Provide directives and affect emergency orders.
- City AR makes final decision on the level of activation of the EAP and on evacuation order.

WHO DESIGNATED:

City	Valley Water and Other Owners

• City Manager
• Assistant City Manager
• Deputy City Manager
• Senior Staff
• IMT Lead
	• Assistant Chief Executive Officer
	• Chief Operating Officer
	  ○ Administration
	  ○ Watershed
	  ○ Water Utility

ACTIONS:

	Responsibility/Activity	Stakeholder*
Preparedness	Provide winter preparedness workshops.	Valley Water is lead.
	Provide for public education.	Each Stakeholder collaborates and is lead to their constituents.
	Participate in annual EAP review/exercise/updates; ensure plan is functional and up to date.	City is lead and Valley Water is support.
	Update EAP and Contact/Roles list and provide revisions to Stakeholders.	City is lead and Valley Water is support.
	Provide resources to support on-going activity to support this EAP and mitigation efforts along waterways.	Each Stakeholder is lead for own agency resources.
Monitoring	Activate the for "Monitoring."	City is lead and Valley Water is lead for own agency.
	Determine whether to activate EMO after consult with OEM.	City is lead.
	Determine need for activation of a MAC.	City is lead.
	Provide information to Elected Officials.	Each Stakeholder is lead for own agency.
	Identify conditions for activating next level.	City is lead and Valley Water is support.

ATTACHMENT 6
Agency Representative Action List (continued)

	Responsibility/Activity	Stakeholder*
Watch	Activate for "Watch."	City is lead for MAC and Stakeholders are lead for their EMOs.
	Provide information to Elected Officials.	Each Stakeholder is lead for own agency.
	Allow the DOC to manage field response.	Each Stakeholder is lead within agency resources.
	Provide information on impact and available resources to and from respective EMOs.	Each Stakeholder is lead for own agency resources.
	Report to designated MAC facility when directed, as available.	Valley Water is lead.
	Confer with EOC Director on conditions for activating next level.	City is lead and Valley Water is support.
	Confer with legal staff on process for proclaiming a Local Emergency.	City is lead.
Warning	Activate for "Warning."	City is lead for MAC and Stakeholders are lead for their EMOs.
	Provide public warning and shelter information in multiple languages.	City is lead. County is key support.
	Implement evacuation plans and deploy resources to evacuate.	City is lead.
	Proclaim Local Emergency as appropriate.	City is lead.

*If only one Stakeholder is noted as lead, all other Stakeholders support the effort.

ATTACHMENT 7
Elected Officials Action List

PURPOSE:

- Coordinate with constituents.
- Check with respective Emergency Management Organization on conditions.
- Coordinate information through the Public Information Officer/Liaison Officer.

WHO DESIGNATED:

City	Valley Water and Other Owners
• Mayor • City Councilmember	• Board of Directors

ACTIONS:

	Responsibility/Activity	Stakeholder*
Preparedness	Participate in winter preparedness workshop as requested	Valley Water is lead.
	Provide resources to support ongoing activity to support this EAP and mitigation efforts along waterways.	Each Stakeholder is lead for own agency resources.
Monitoring	Communicate with PIO or Liaison personnel regarding situation and public/media messages.	Each Stakeholder is lead for own agency resources.
	Respond to constituents.	Each Stakeholder is lead for own agency resources.
	Report any constituent concerns or observations to PIO or Liaison.	Each Stakeholder is lead for own agency resources.
Watch	Communicate with PIO or Liaison at designated MAC facility for more detailed briefing when requested, as available.	City utilizes a Liaison and Valley Water utilizes PIO.
Warning	Respond to media and constituents with agreed upon messages.	Each Stakeholder is lead.
	Ratify Proclamation of Local Emergency, as appropriate.	City is lead.
*If only one Stakeholder is noted as lead, all other Stakeholders support the effort.		

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ATTACHMENT 8
Flood Fighting Materials List
Available Resources—SCVWD

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ATTACHMENT 9
Heavy Equipment List
SCVWD

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ATTACHMENT 10
Temporary Sandbag Locations

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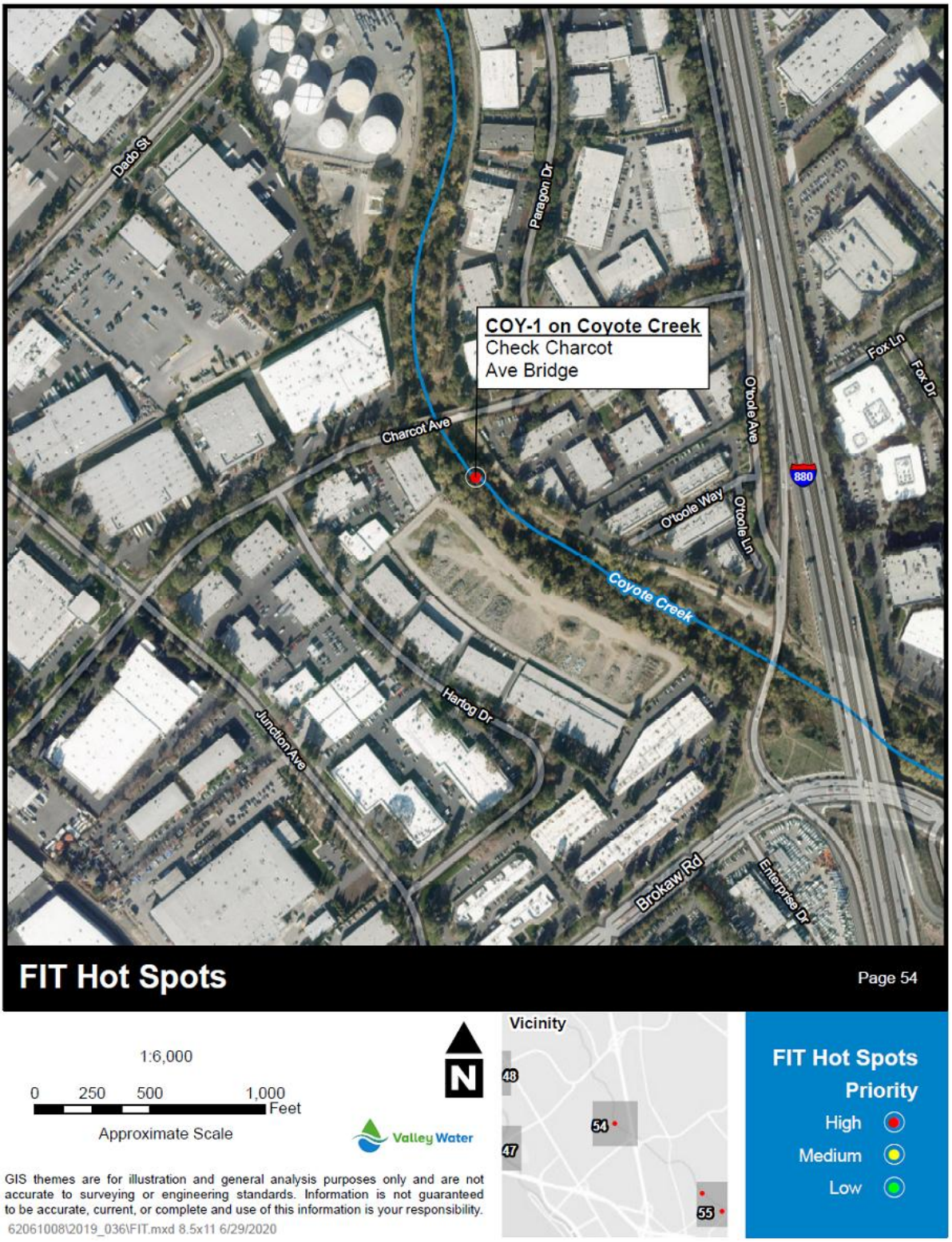
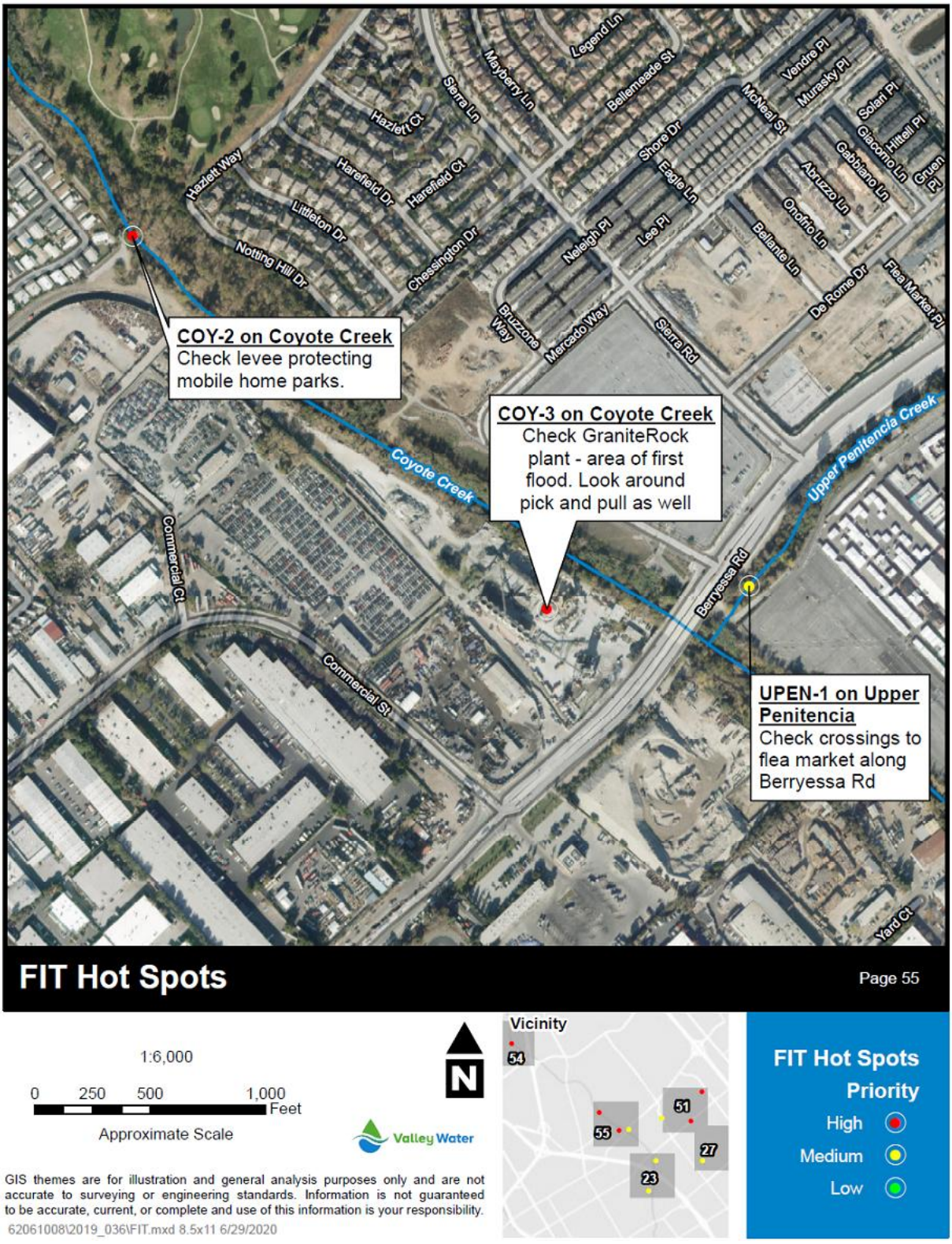
ATTACHMENT 11
Field Information Team Hot Spots




COY-2 on Coyote Creek
Check levee protecting mobile home parks.
COY-3 on Coyote Creek
Check GraniteRock plant - area of first flood. Look around pick and pull as well
UPEN-1 on Upper Penitencia
Check crossings to flea market along Berryessa Rd
Coyote Creek
Upper Penitencia Creek
Commercial Ct
Commercial St
Berryessa Rd
Sierra Rd
Mercado Way
Bruzzone Way
Notting Hill Dr
Littleton Dr
Hazlett Way
Hazlett Ct
Harefield Dr
Harefield Ct
Chessington Dr
Sierra Ln
Mayberry Ln
Legend Ln
Bellemeade St
Shore Dr
Eagle Ln
Neleigh Pl
Lee Pl
McNeal St
Vendre Pl
Murasky Pl
Solari Pl
Giacomo Ln
Hilteil Pl
Gabbiano Ln
Gruen Pl
Abruzzo Ln
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Bellante Ln
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Valley Water
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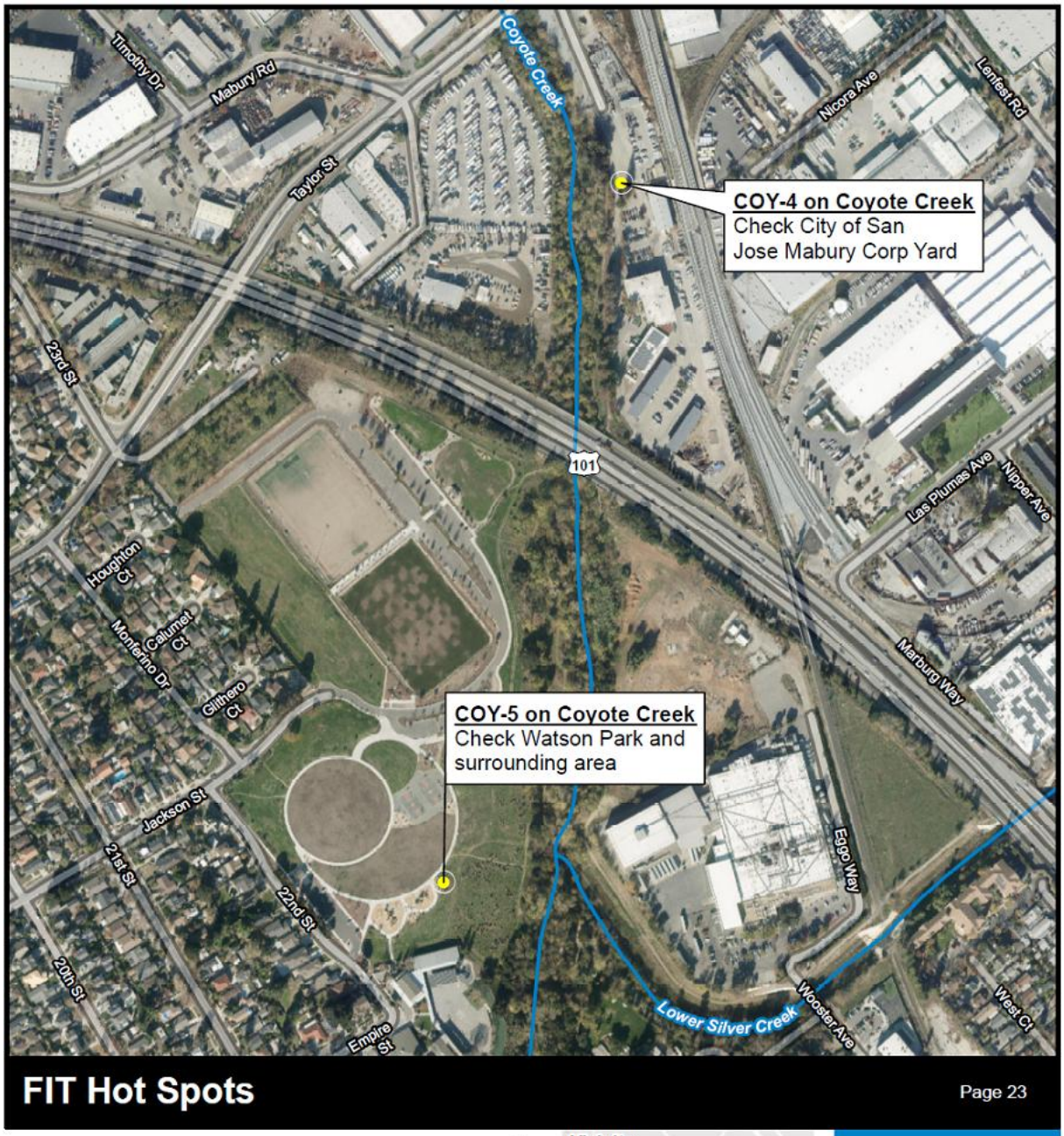
Vicinity
54
51
55
27
23
FIT Hot Spots
Priority
High
Medium
Low


COY-4 on Coyote Creek
Check City of San Jose Mabury Corp Yard
COY-5 on Coyote Creek
Check Watson Park and surrounding area
Coyote Creek
Timothy Dr
Mabury Rd
Taylor St
Nicora Ave
Lenfest Rd
23rd St
101
Houghton Ct
Montemho Dr
Calumet Ct
Gilthero Ct
Las Plumas Ave
Nipper Ave
Marburg Way
Jackson St
21st St
22nd St
20th St
Empire St
Egge Way
Lower Silver Creek
Wooster Ave
West Ct
FIT Hot Spots
Page 23
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Valley Water
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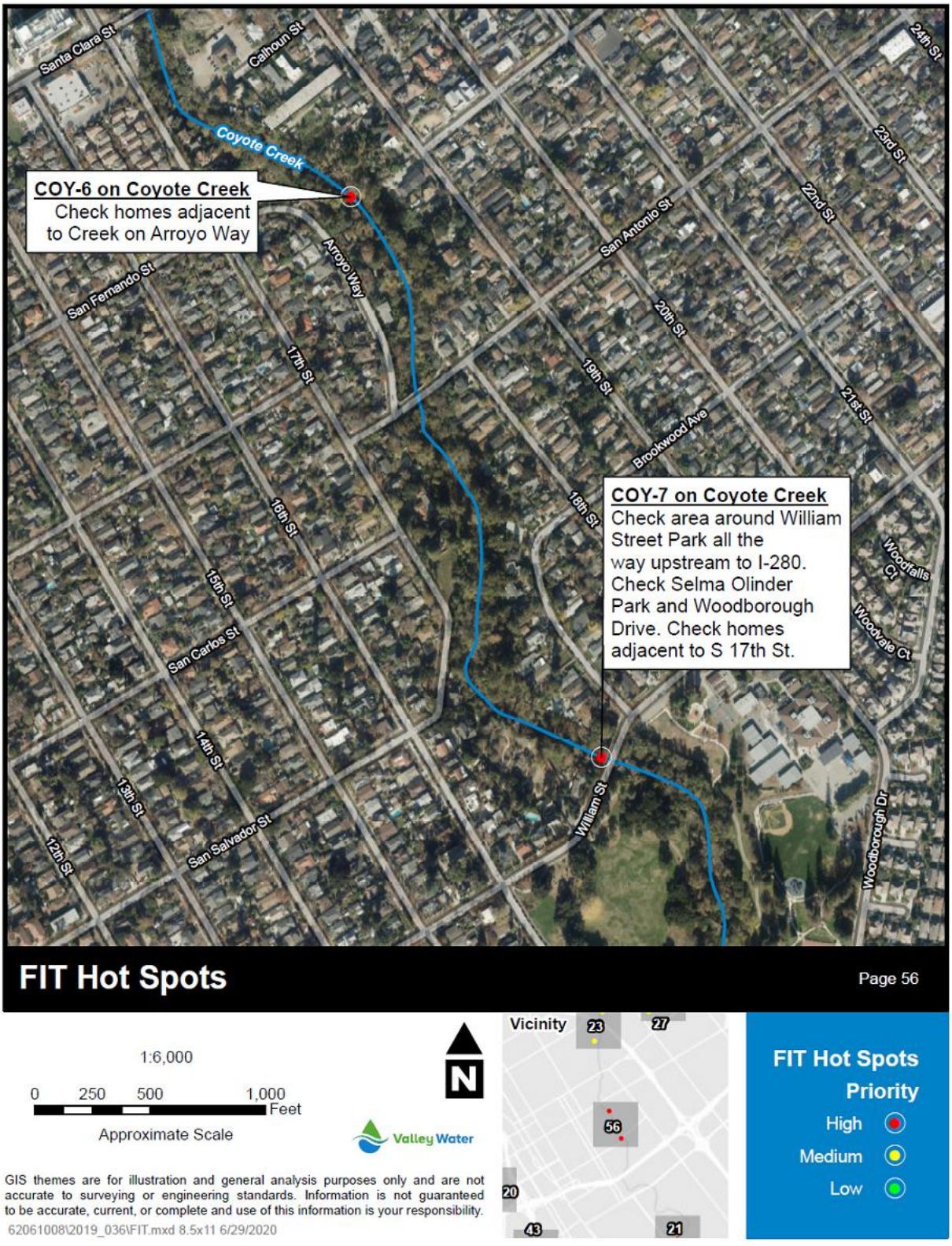
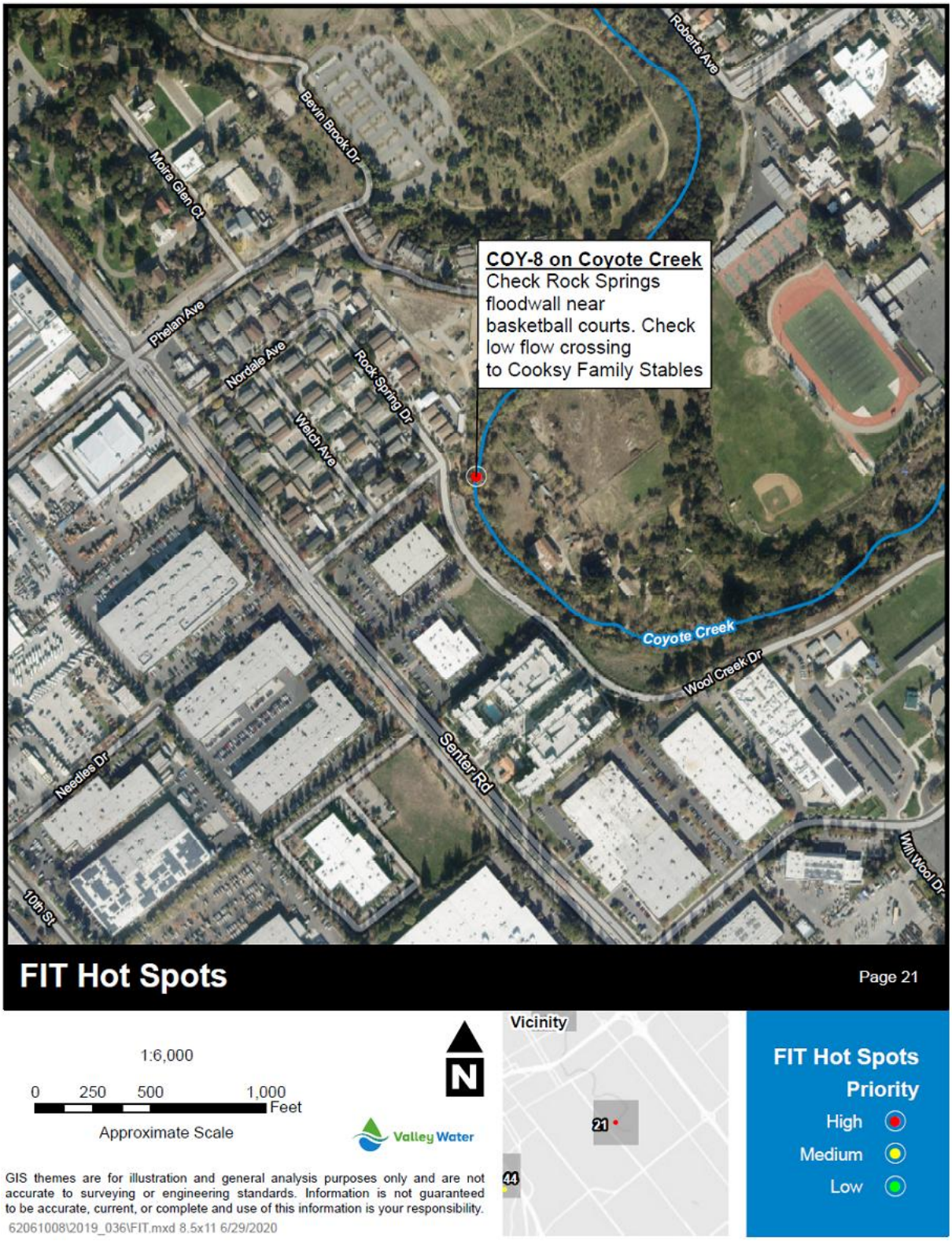
Vicinity
51
55
27
23
56
FIT Hot Spots
Priority
High
Medium
Low


COY-6 on Coyote Creek
Check homes adjacent to Creek on Arroyo Way
COY-7 on Coyote Creek
Check area around William Street Park all the way upstream to I-280. Check Selma Olinder Park and Woodborough Drive. Check homes adjacent to S 17th St.
Santa Clara St
Calhoun St
Coyote Creek
Arroyo Way
San Fernando St
17th St
16th St
15th St
San Carlos St
14th St
13th St
12th St
San Salvador St
San Antonio St
20th St
19th St
18th St
Brookwood Ave
William St
24th St
23rd St
22nd St
21st St
Woodfalls Ct
Woodvale Ct
Woodborough Dr
FIT Hot Spots
Page 56
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
GIS themes are for illustration and general analysis purposes only and are not accurate to surveying or engineering standards. Information is not guaranteed to be accurate, current, or complete and use of this information is your responsibility.
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
23
27
56
20
43
21
FIT Hot Spots
Priority
High
Medium
Low


COY-8 on Coyote Creek
Check Rock Springs floodwall near basketball courts. Check low flow crossing to Cooksy Family Stables
Roberts Ave
Bevin Brook Dr
Moira Glen Ct
Phelan Ave
Nordale Ave
Rock Spring Dr
Welch Ave
Coyote Creek
Wool Creek Dr
Senter Rd
Needles Dr
Will Wool Dr
10th St
FIT Hot Spots
Page 21
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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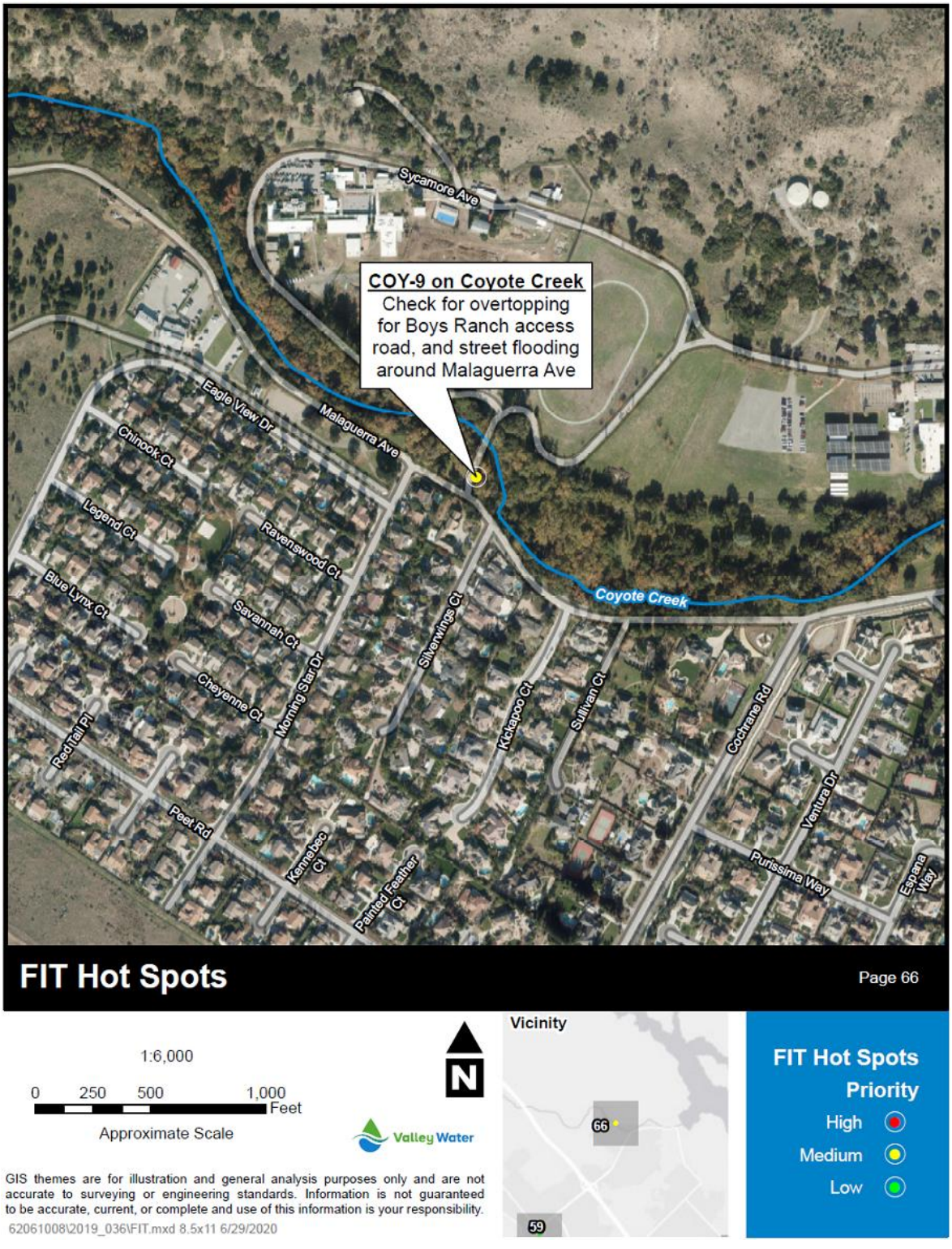
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
21
44
FIT Hot Spots
Priority
High
Medium
Low


COY-9 on Coyote Creek
Check for overtopping for Boys Ranch access road, and street flooding around Malaguerra Ave
Sycamore Ave
Malaguerra Ave
Eagle View Dr
Chinook Ct
Legend Ct
Ravenswood Ct
Blue Lynx Ct
Savannah Ct
Cheyenne Ct
Morning Star Dr
Silverwings Ct
Kickapoo Ct
Sullivan Ct
Cochrane Rd
Ventura Dr
Purissima Way
Espana Way
Redtail Pl
Peet Rd
Kennebec Ct
Painted Feather Ct
Coyote Creek
FIT Hot Spots
Page 66
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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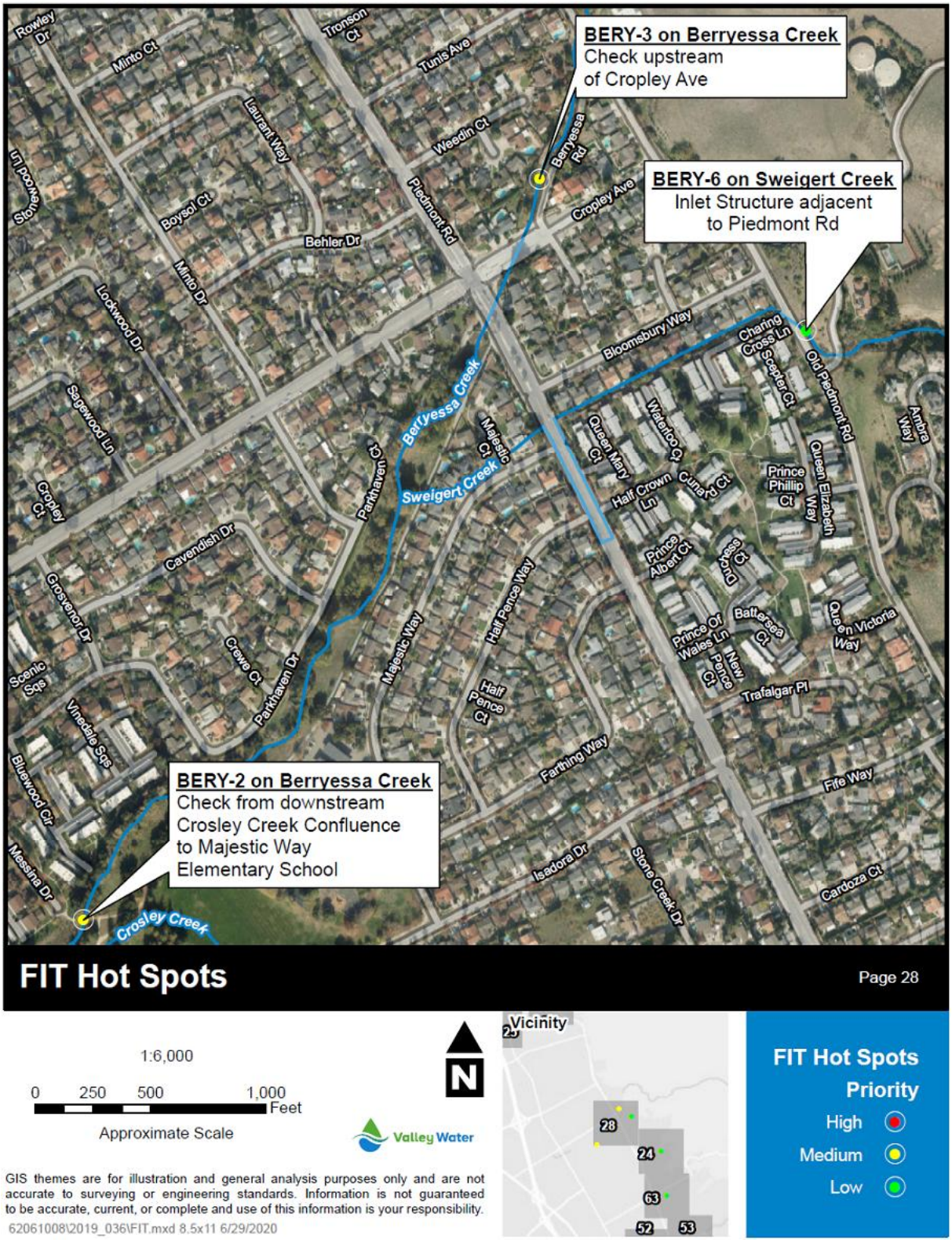
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
66
59
FIT Hot Spots
Priority
High
Medium
Low


BERY-3 on Berryessa Creek
Check upstream
of Cropley Ave
BERY-6 on Sweigert Creek
Inlet Structure adjacent
to Piedmont Rd
BERY-2 on Berryessa Creek
Check from downstream
Crosley Creek Confluence
to Majestic Way
Elementary School
Berryessa Creek
Sweigert Creek
Crosley Creek
Rowley Dr
Minto Ct
Tronson Ct
Tunis Ave
Laurant Way
Weedin Ct
Berryessa Rd
Piedmont Rd
Cropley Ave
Boysol Ct
Behler Dr
Minto Dr
Lockwood Dr
Sagewood Ln
Cropley Ct
Cavendish Dr
Grosvenor Dr
Scenic Sqs
Vinedale Sqs
Bluewood Cir
Messina Dr
Crewe Ct
Parkhaven Dr
Majestic Way
Half Pence Way
Half Pence Ct
Farthing Way
Isadora Dr
Stone Creek Dr
Cardoza Ct
Fife Way
Trafalgar Pl
New Pence Ct
Prince Of Wales Ln
Battersea Ct
Queen Victoria Way
Prince Albert Ct
Duchess Ct
Prince Phillip Ct
Queen Elizabeth Way
Half Crown Ln
Cunard Ct
Queen Mary Ct
Waterloo Ct
Majestic Ct
Bloomsbury Way
Charing Cross Ln
Sceptre Ct
Old Piedmont Rd
Ambra Way
FIT Hot Spots
Page 28
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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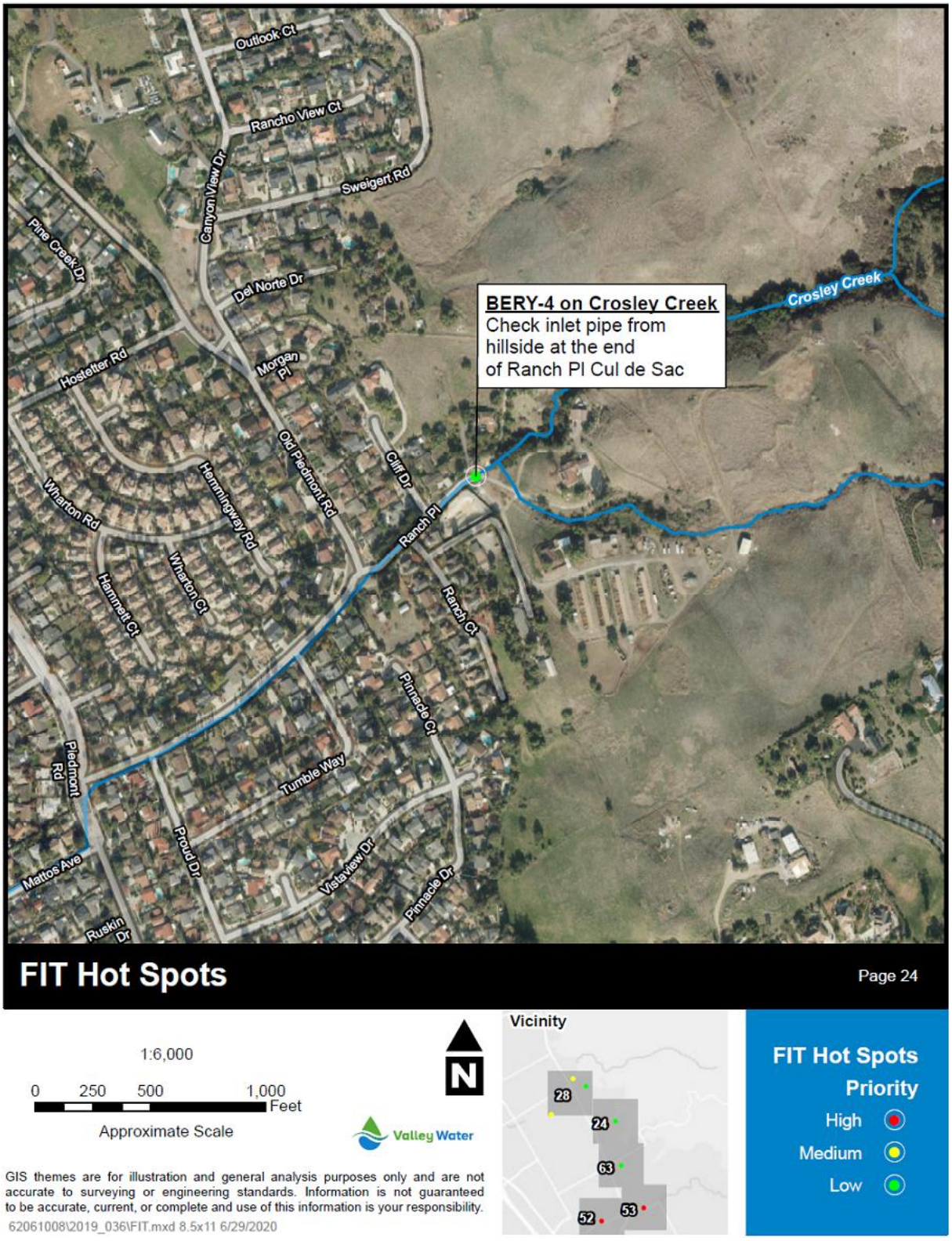
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
25
28
24
63
52
53
FIT Hot Spots
Priority
High
Medium
Low


Outlook Ct
Rancho View Ct
Canyon View Dr
Sweigert Rd
Pine Creek Dr
Del Norte Dr
Crosley Creek
BERY-4 on Crosley Creek
Check inlet pipe from hillside at the end of Ranch Pl Cul de Sac
Hostetter Rd
Morgan Pl
Old Piedmont Rd
Cliff Dr
Wharton Rd
Hemmingway Rd
Ranch Pl
Hammett Ct
Wharton Ct
Ranch Ct
Pinnacle Ct
Piedmont Rd
Tumble Way
Proud Dr
Vistaview Dr
Pinnacle Dr
Mattos Ave
Ruskin Dr
FIT Hot Spots
Page 24
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
28
24
63
52
53
FIT Hot Spots
Priority
High
Medium
Low


BERY-5 on Sierra Creek
Check inlet from rural hillside.
Park on Sierra Rd and walk a couple hundred feet towards inlet
Sierra Creek
Sierra Rd
Onslow Way
Burgundy Dr
Burgundy Ct
Fulbar Ct
Piedmont Rd
Proud Dr
Pinnacle Dr
Copper Leaf Dr
Autumn Ridge Ln
Shadow Leaf Dr
Brook Leaf Ct
Country Leaf Ct
Vance Ct
Vance Dr
Vanner Ct
Ivalynn Cir
Ivalynn Ct
Nalynn Pl
Fujiyama Ln
Mirabeau Ln
Arabelle Way
Quincy Dr
Rockport Ave
Somerset Dr
Champagne Ln
Suncrest Ave
Grossmont Dr
Marengo Ln
Whitman Way
Terra Noble Way
Colonial Ln
Chablis Cir
Berryessa Rd
Burns Ct
Hilford Ct
Robalo Ct
Caballo Ct
Shriver Dr
FIT Hot Spots
Page 63
1:6,000
0 250 500 1,000 Feet
Approximate Scale
Valley Water
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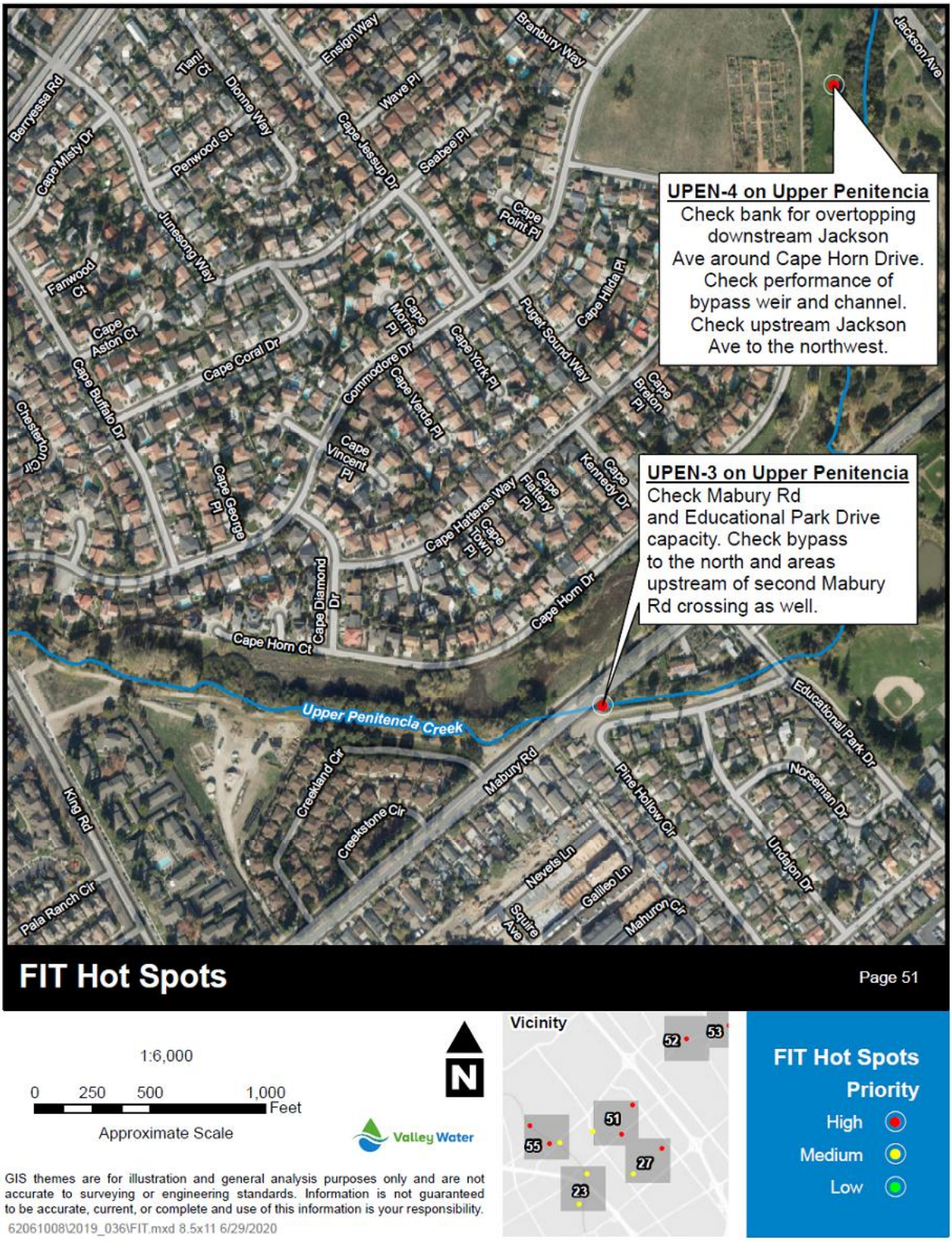
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
28
24
63
53
52
64
FIT Hot Spots
Priority
High
Medium
Low



FIT Hot Spots

1:6,000

0 250 500 1,000 Feet

Approximate Scale

N

Valley Water

62061008\2019_036\FIT.mxd 8.5x11 6/29/2020

FIT Hot Spots
Priority
High
Medium
Low


UPEN-5 on Upper Penitencia
Check south bank along Penitencia Creek Road downstream and upstream
Upper Penitencia Creek
Penitencia Creek Rd
Helmsley Dr
Summerheights Dr
Summerdale Dr
Summerwood Ct
Summerwings Ct
Summerview Dr
Heatherfield Ln
Lugano Way
Matterhorn Dr
Ronco Dr
Zurich Ct
Adams Dr
Berryessa Rd
Flanders Dr
Noble Ave
Piedmont Rd
Cayman Way
Cayman Pl
St Kitts Ct
St Lucia Ct
White Rd
Kyle St
Kiperash Dr
Creek Point Dr
Stonecrest Way
Viceroy Way
Vista Creek Dr
Salt Lake Dr
Salt Lake Ct
Mary Caroline Ct
Mary Caroline Dr
Crystal Creek Dr
Ridgegate Dr
Reece Way
Foxridge Way
Poindexter Ct
Milo Ct
FIT Hot Spots
Page 52
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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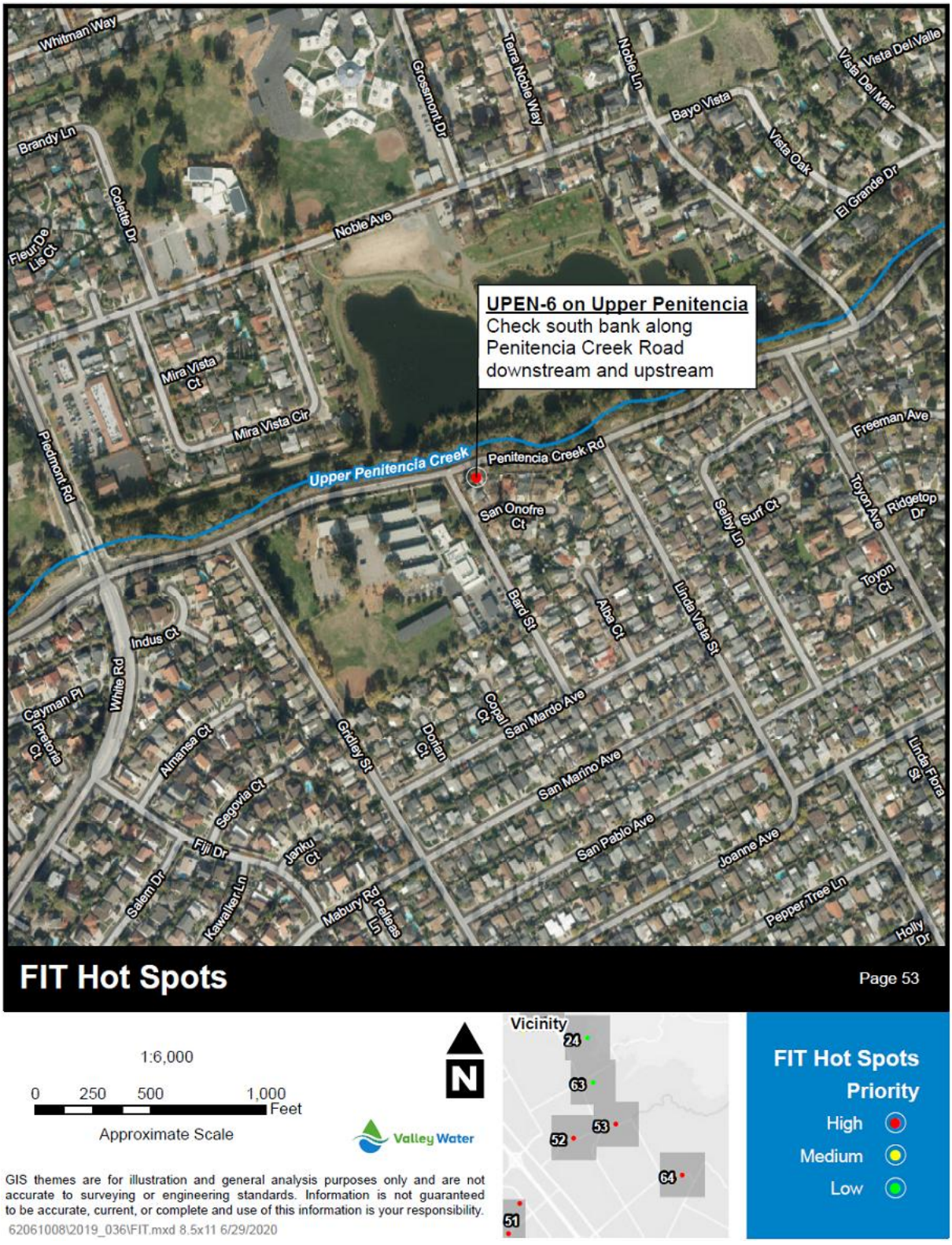
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
28
24
63
53
52
64
51
27
FIT Hot Spots
Priority
High
Medium
Low


UPEN-6 on Upper Penitencia
Check south bank along Penitencia Creek Road downstream and upstream
Upper Penitencia Creek
Penitencia Creek Rd
Noble Ave
Whitman Way
Brandy Ln
Colette Dr
Fleur De Lis Ct
Mira Vista Ct
Mira Vista Cir
Piedmont Rd
Grossmont Dr
Terra Noble Way
Noble Ln
Bayo Vista
Vista Del Valle
Vista Del Mar
Vista Oak
El Grande Dr
Freeman Ave
Toyon Ave
Ridgetop Dr
Selby Ln
Surf Ct
San Onofre Ct
Toyon Ct
Bard St
Alba Ct
Linda Vista St
Indus Ct
White Rd
Cayman Pl
Pretoria Ct
Almansa Ct
Gridley St
Dorian Ct
Coral Ct
San Mardo Ave
San Marino Ave
Linda Flora St
Segovia Ct
Fiji Dr
Janku Ct
San Pablo Ave
Joanne Ave
Salem Dr
Kawalker Ln
Mabury Rd
Peleas Ln
Pepper Tree Ln
Holly Dr
FIT Hot Spots
Page 53
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
24
63
53
52
64
51
FIT Hot Spots
Priority
High
Medium
Low


Asana Way
Mozart Ave
Brahms Ave
Puccini Ave
Tranquility St
Interlude St
Evergreen Loop
Solace St
Mirth St
Revelry St
Ophelia Ave
Enesco Ave
Chopin Ave
LSC-1 on Lower Silver Creek
Check trash rack at inlet near Corda Drive
Moss Hollow Dr
Aida Ave
Othello Ave
Nickel Ave
Lower Silver Creek
Corda Dr
Barberry Ln
Monrovia Dr
Aldrich Way
Kyra Cir
Jessica Way
Hamrick Ct
King Rd
Stemple Ct
Tustin Dr
Vanport Dr
Bradbury Dr
Irwindale Dr
Atwood Dr
Aborn Sq
King Ct
Aborn Rd
FIT Hot Spots
Page 22
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
22
29
FIT Hot Spots
Priority
High
Medium
Low


MIG-2 on Miguelita Creek
Check trash rack downstream Jackson Ave behind Independence HS
MIG-1 on Miguelita Creek
Check channel along Schulte Dr
Miguelita Creek
Jackson Ave
Undajon Dr
Mahuron Cir
Pine Hollow Cir
Giguere Ct
Educational Park Dr
Las Plumas Ave
Scottsville Ct
Tennis Ferry Ct
Luby Dr
Ripley Dr
Linkhorne Ct
Avalani Ave
Schulte Dr
Ryegate Ct
McKee Rd
Cerro Kamuk Ct
Castlebrook Ct
Lochridge Dr
Checkers Dr
Grecia Ct
Guyana Ct
San Vito Ct
Palacio Verde Ct
Sereno Vista Way
El Rancho Verde Dr
Esmeralda Ct
King Rd
Galewood Ct
Marigold Ct
Hans Way
FIT Hot Spots
Page 27
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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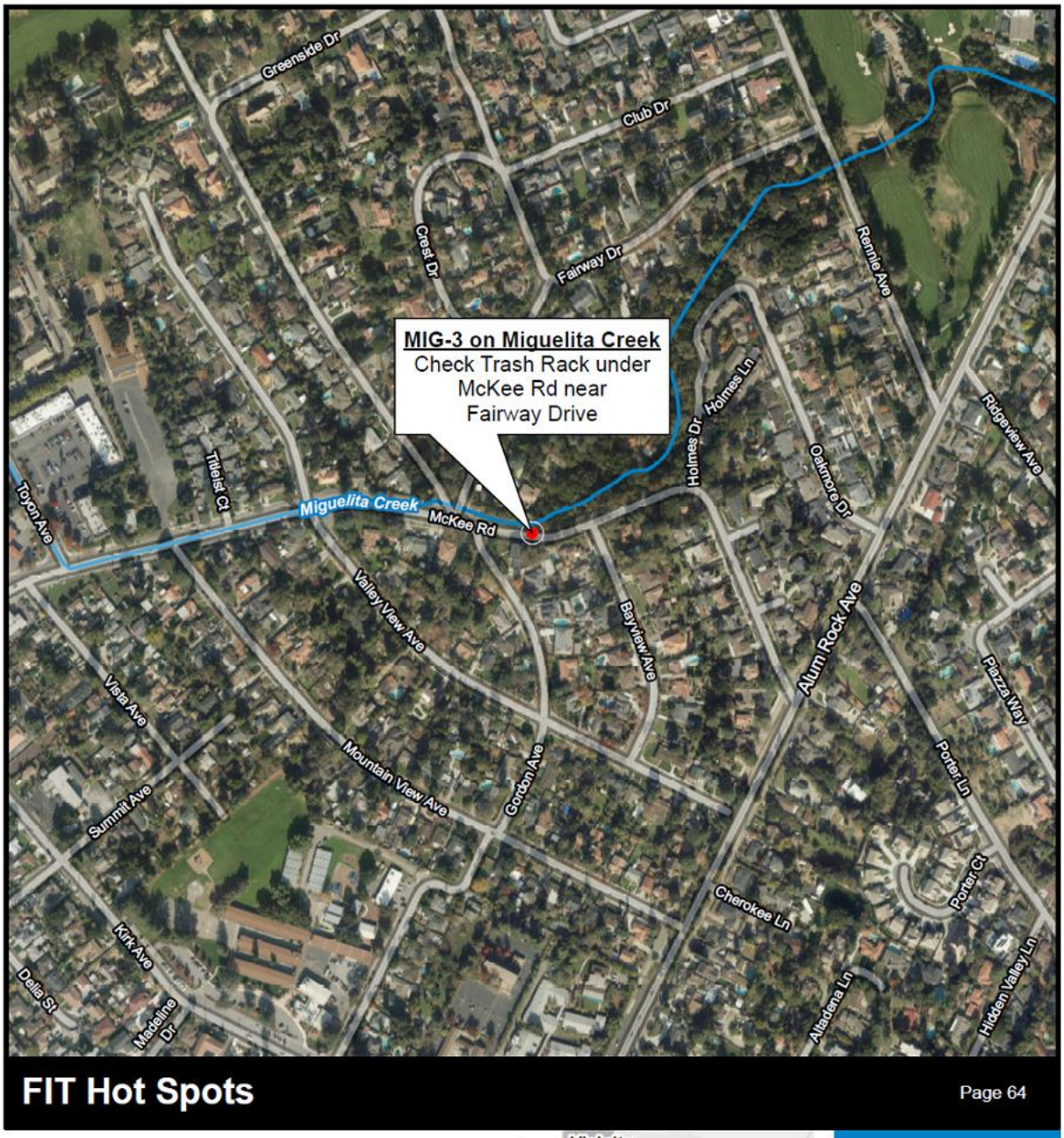
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
52
51
55
27
23
56
FIT Hot Spots
Priority
High
Medium
Low


Greenside Dr
Club Dr
Crest Dr
Fairway Dr
Rennie Ave
MIG-3 on Miguelita Creek
Check Trash Rack under
McKee Rd near
Fairway Drive
Holmes Dr
Holmes Ln
Ridgeview Ave
Oakmore Dr
Titleist Ct
Toyon Ave
Miguelita Creek
McKee Rd
Valley View Ave
Bayview Ave
Alum Rock Ave
Piazza Way
Vista Ave
Mountain View Ave
Gordon Ave
Porter Ln
Summit Ave
Porter Ct
Cherokee Ln
Kirk Ave
Delia St
Madeline Dr
Altadena Ln
Hidden Valley Ln
FIT Hot Spots
Page 64
1:6,000
0 250 500 1,000
Feet
Approximate Scale
N
Valley Water
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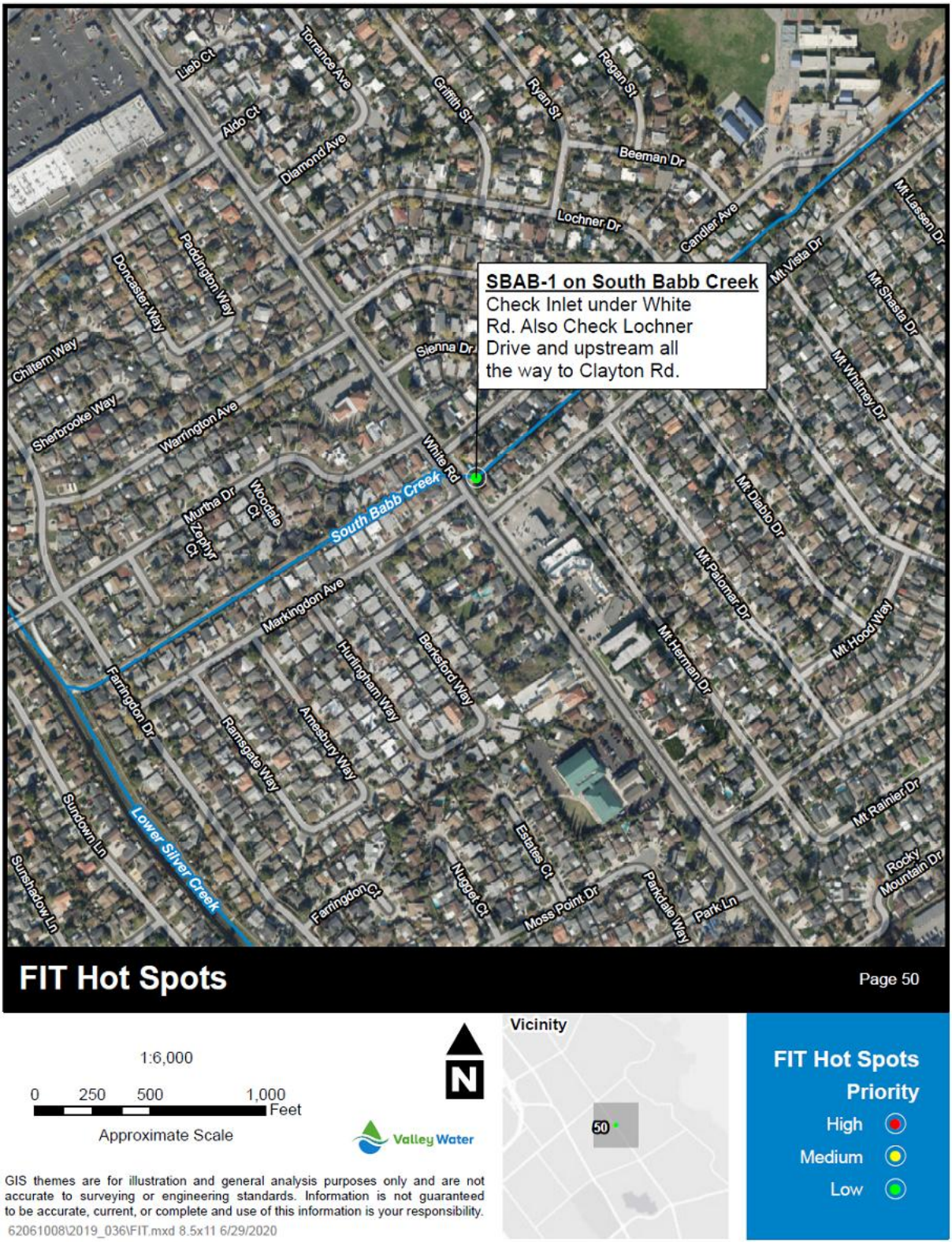
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
63
53
52
64
FIT Hot Spots
Priority
High
Medium
Low


SBAB-1 on South Babb Creek
Check Inlet under White Rd. Also Check Lochner Drive and upstream all the way to Clayton Rd.
Lieb Ct
Torrance Ave
Griffith St
Ryan St
Regan St
Aldo Ct
Diamond Ave
Beeman Dr
Lochner Dr
Candler Ave
Mt Lassen Dr
Mt Vista Dr
Mt Shasta Dr
Mt Whitney Dr
Paddington Way
Doncaster Way
Chiltern Way
Sienna Dr
Sherbrooke Way
Warrington Ave
White Rd
Murtha Dr
Woodale Ct
Zephyr Ct
South Babb Creek
Mt Diablo Dr
Mt Palomar Dr
Markingdon Ave
Hurlingham Way
Berksford Way
Mt Herman Dr
Mt Hood Way
Farrington Dr
Ramsgate Way
Amesbury Way
Sundown Ln
Lower Silver Creek
Sunshadow Ln
Estates Ct
Nugget Ct
Farrington Ct
Moss Point Dr
Parkdale Way
Park Ln
Mt Rainier Dr
Rocky Mountain Dr
FIT Hot Spots
Page 50
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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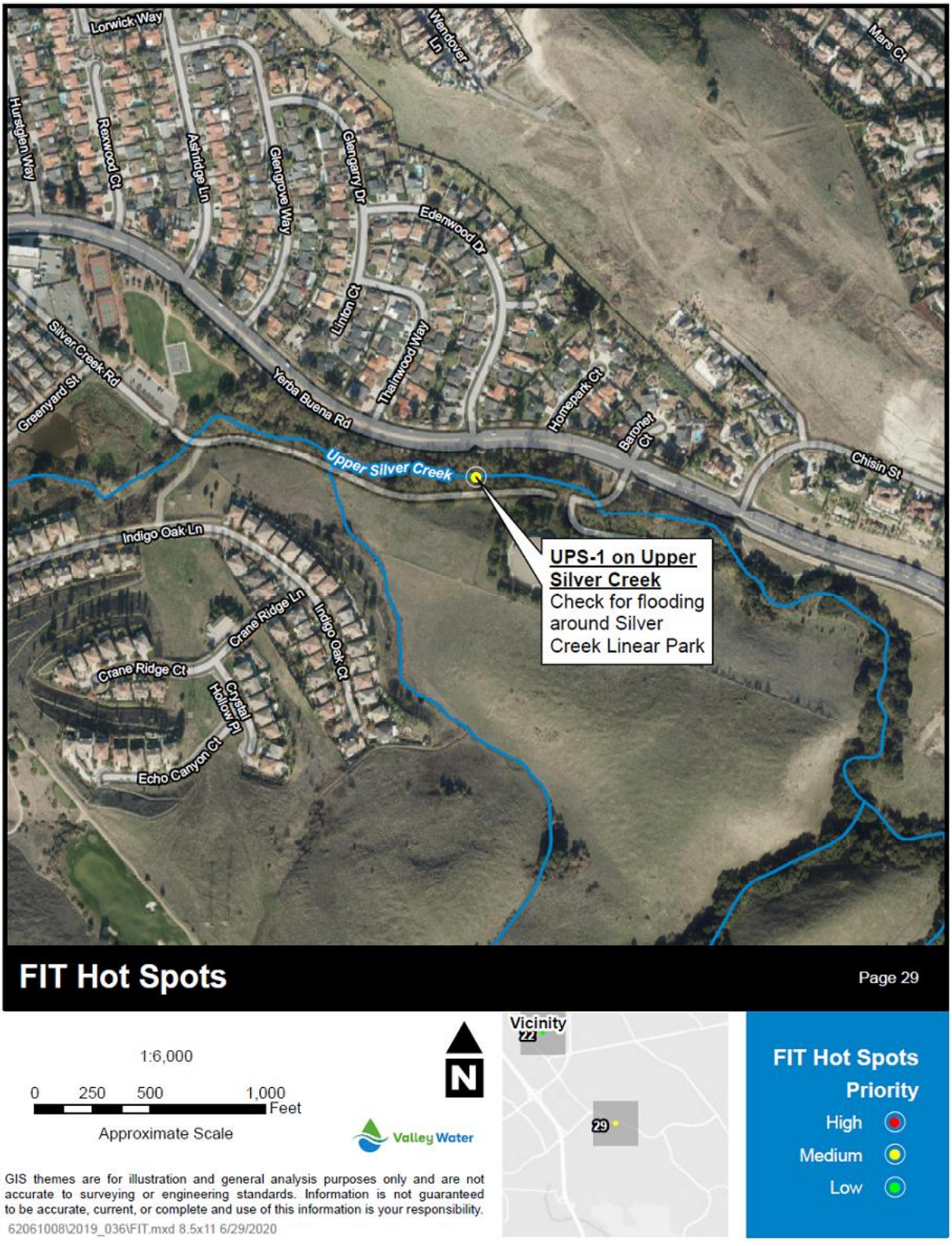
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
50
FIT Hot Spots
Priority
High
Medium
Low


Lorwick Way
Wentover Ln
Mars Ct
Hurstglen Way
Rexwood Ct
Ashridge Ln
Glengrove Way
Glengarry Dr
Edenwood Dr
Linton Ct
Thalnwood Way
Silver Creek Rd
Greenyard St
Yerba Buena Rd
Homepark Ct
Baronet Ct
Chisin St
Upper Silver Creek
Indigo Oak Ln
Crane Ridge Ln
Indigo Oak Ct
Crane Ridge Ct
Crystal Hollow Pl
Echo Canyon Ct
UPS-1 on Upper Silver Creek
Check for flooding around Silver Creek Linear Park
FIT Hot Spots
Page 29
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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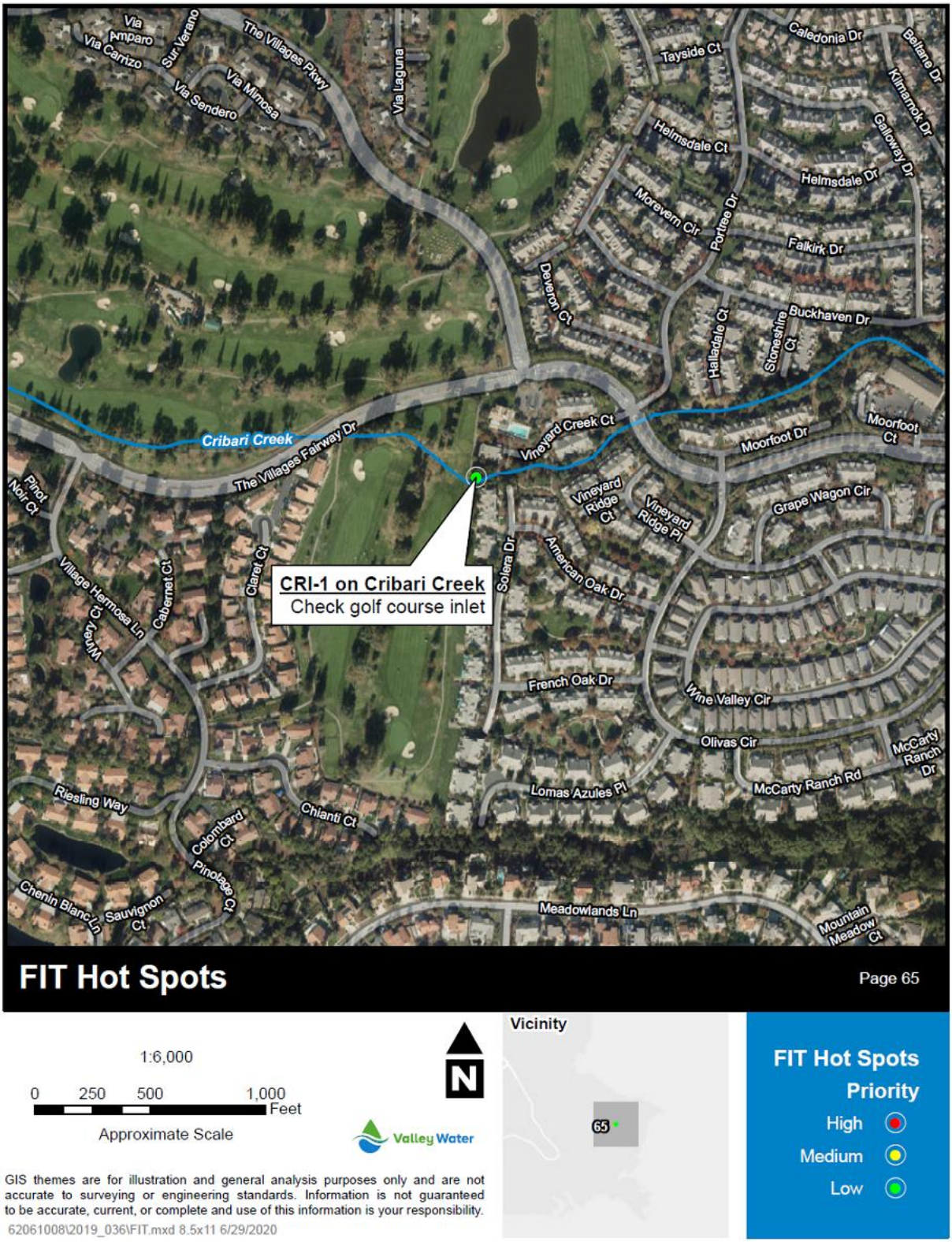
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
22
29
FIT Hot Spots
Priority
High
Medium
Low


Via Amparo
Via Carrizo
Sur Verano
The Villages Pkwy
Via Mimosa
Via Sendero
Via Laguna
Tayside Ct
Caledonia Dr
Beltane Dr
Kinnamok Dr
Galloway Dr
Helmsdale Ct
Helmsdale Dr
Morevern Cir
Portree Dr
Falkirk Dr
Deveron Ct
Halladale Ct
Stoneshire Ct
Buckhaven Dr
Cribari Creek
The Villages Fairway Dr
Vineyard Creek Ct
Moorfoot Dr
Moorfoot Ct
Pinot Noir Ct
Vineyard Ridge Ct
Vineyard Ridge Pl
Grape Wagon Cir
CRI-1 on Cribari Creek
Check golf course inlet
Solera Dr
American Oak Dr
Village Hermosa Ln
Merlot Ct
Cabernet Ct
Claret Ct
French Oak Dr
Wine Valley Cir
Olivas Cir
McCarty Ranch Dr
McCarty Ranch Rd
Lomas Azules Pl
Riesling Way
Chianti Ct
Colombard Ct
Pinotage Ct
Chenin Blanc Ln
Sauvignon Ct
Meadowlands Ln
Mountain Meadow Ct
FIT Hot Spots
Page 65
1:6,000
0 250 500 1,000
Feet
Approximate Scale
N
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
65
FIT Hot Spots
Priority
High
Medium
Low


Cinnamon Ave
Nutmeg Dr
Paprika Dr
Mustard Ave
Hale Ave
Campoli Dr
Bonita Dr
Paloma Dr
Cochrane Cir
Cochrane Rd
Butterfield Blvd
Opal Ln
Jade Ln
Ruby Ln
Emerald Ln
Poppy Jasper Ln
Garnet Ln
Onyx Ln
Sapphire Ln
Jarvis Dr
Old Monterey Rd
Monterey Rd
Sanchez Dr
Preservation Way
FISH-1 on Fisher Creek
Check culvert and pump station operation moving water northward
Berkshire Dr
Sierra Ct
Via Loma
Hale Ave
Del Monte Ave
Liages Rd
Ransen Ct
Bender Ct
Murphy Springs Dr
Fox Hollow Cir
Shadowbrook Way
Peral Ave
FIT Hot Spots
Page 59
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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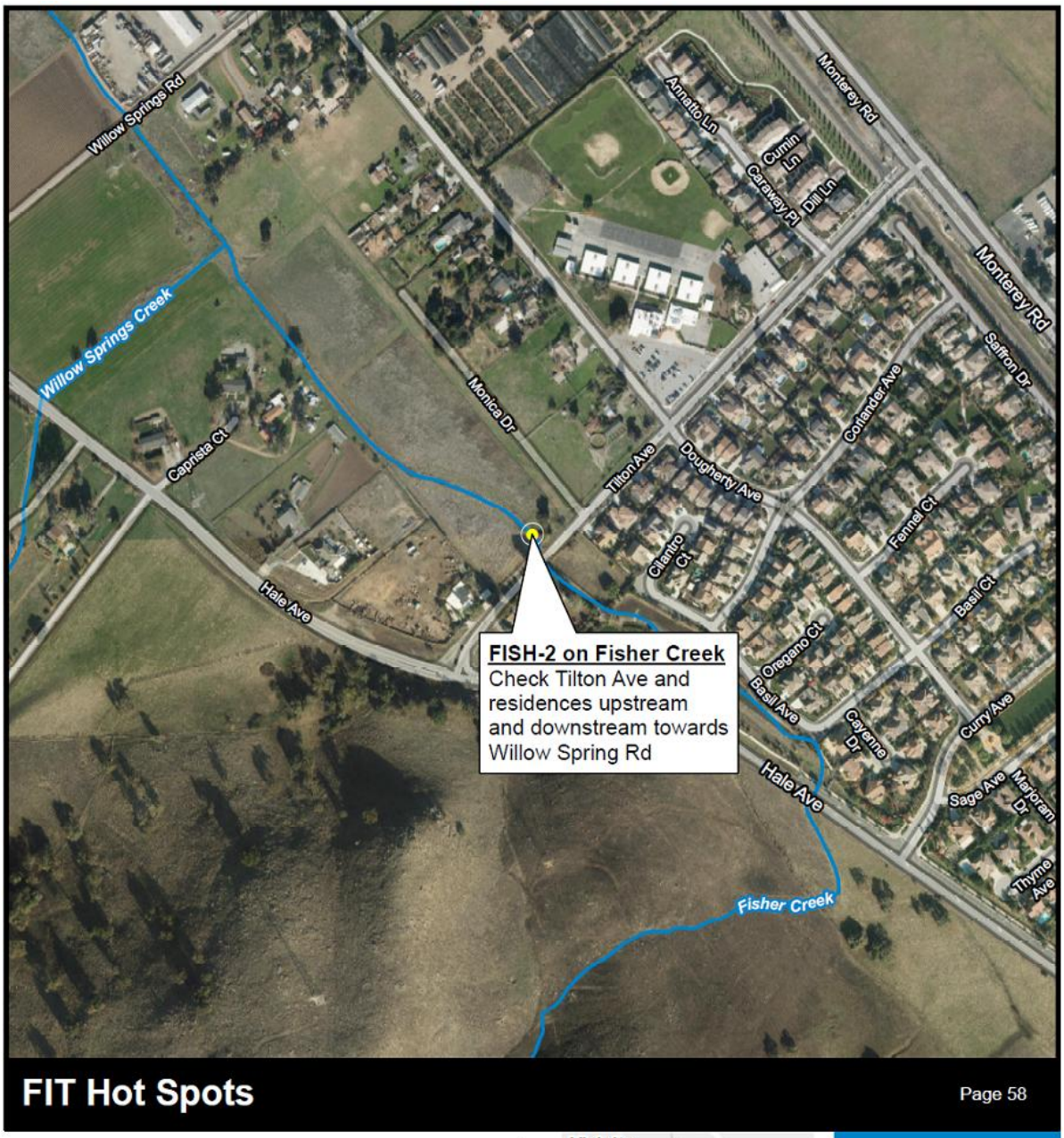
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
66
58
59
35
34
FIT Hot Spots
Priority
High
Medium
Low


Willow Springs Rd
Annatto Ln
Cumin Ln
Caraway Pl
Dill Ln
Monterey Rd
Willow Springs Creek
Monica Dr
Saffron Dr
Coriander Ave
Caprista Ct
Tilton Ave
Dougherty Ave
Fennel Ct
Cilantro Ct
Basil Ct
Hale Ave
FISH-2 on Fisher Creek
Check Tilton Ave and residences upstream and downstream towards Willow Spring Rd
Oregano Ct
Basil Ave
Cayenne Dr
Curry Ave
Hale Ave
Sage Ave
Marjoram Dr
Thyme Ave
Fisher Creek
FIT Hot Spots
Page 58
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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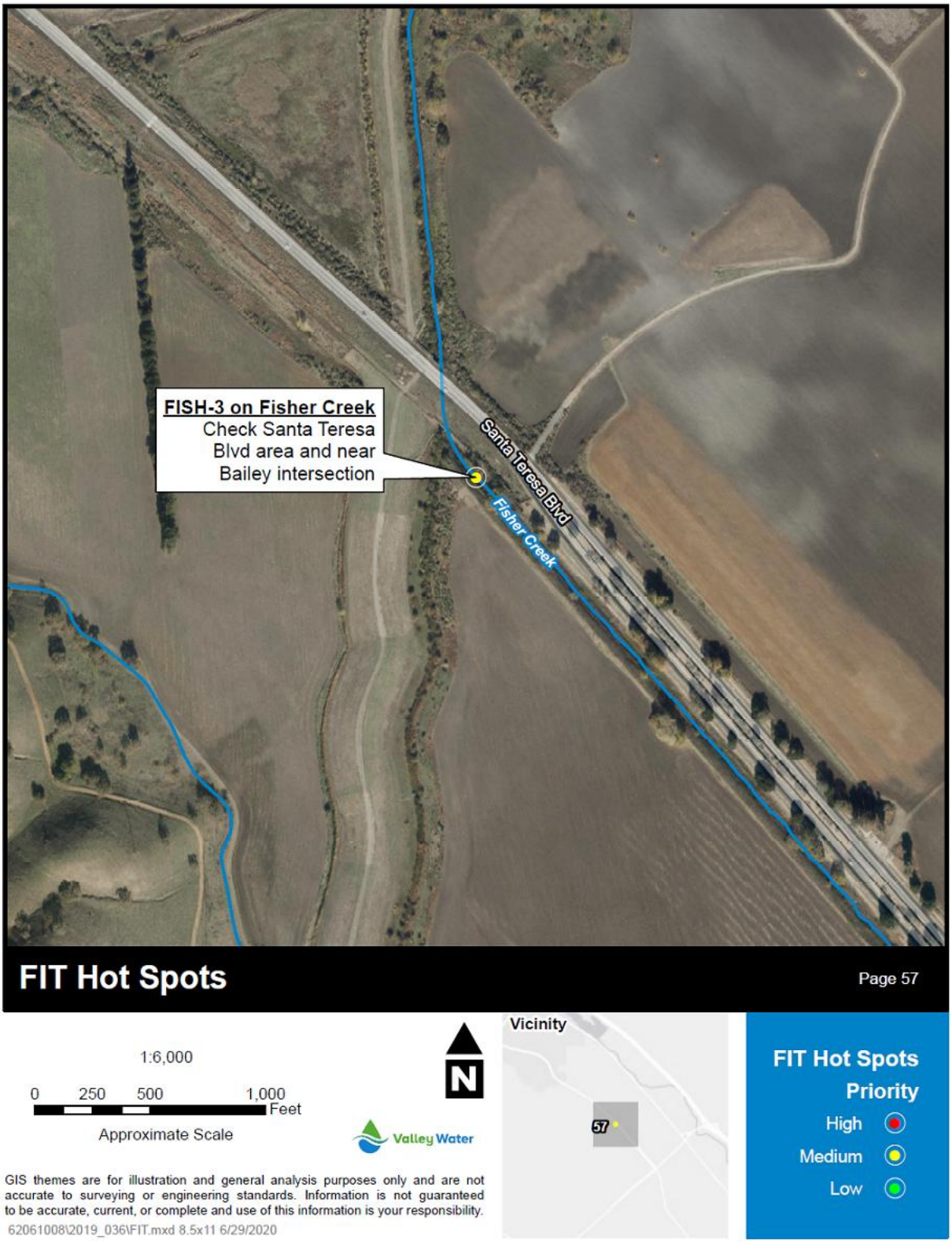
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
58
59
35
34
FIT Hot Spots
Priority
High
Medium
Low


FISH-3 on Fisher Creek
Check Santa Teresa Blvd area and near Bailey intersection
Santa Teresa Blvd
Fisher Creek
FIT Hot Spots
Page 57
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
57
FIT Hot Spots
Priority
High
Medium
Low


Grove Ct
Enclave Dr
Feafel Dr
Verdigris Cir
Renaissance Dr
Private Dr
Orchard Way
Vista Montana
G-7 on Guadalupe River
Check around Tasman Dr
Tasman Dr
Guadalupe River
Calle Del Mundo
Calle De Luna
Calle Del Sol
Lick Mill Blvd
Avenida De Lago
Avenida De Carmen
Avenida De Los Arboles
Avenida De Los Rosas
Nantucket Cir
Plaza Corona
Avenida De Los Alumnos
Calle De Escuela
Avenida De Guadalupe
FIT Hot Spots
Page 49
1:6,000
0 250 500 1,000 Feet
Approximate Scale
Valley Water
GIS themes are for illustration and general analysis purposes only and are not accurate to surveying or engineering standards. Information is not guaranteed to be accurate, current, or complete and use of this information is your responsibility.
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
77
49
12
48
FIT Hot Spots
Priority
High
Medium
Low


G-6 on Guadalupe River
Check around
Montague Expwy
Mansion Ct
Mansion Park Dr
1st St
River Side Ct
Luck Mill Blvd
Oak Grove Dr
Fitzpatrick Way
Crandall Cir
Moreland Way
Montague Expy
Guadalupe River
Orchard Dr
Rivermark Plz
Bellwood Dr
Eastwood Cir
Collinwood Ct
Oakwood Dr
Willow Way
Woodstock Way
Greenwood Dr
Edgefield Dr
De La Cruz Blvd
Inglewood Dr
Pinewood Pl
Orchard Pkwy
FIT Hot Spots
Page 48
1:6,000
0 250 500 1,000
Feet
Approximate Scale
N
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
49
12
48
54
47
FIT Hot Spots
Priority
High
Medium
Low


Perry Ct
Edward Ave
De La Cruz Blvd
Laurelwood Rd
Trimble Rd
G-5 on Guadalupe River
Check around Trimble Rd
Sapena Ct
Berick St
Gianni St
Guadalupe River
Seaboard Ave
Channing Ave
101
FIT Hot Spots
Page 47
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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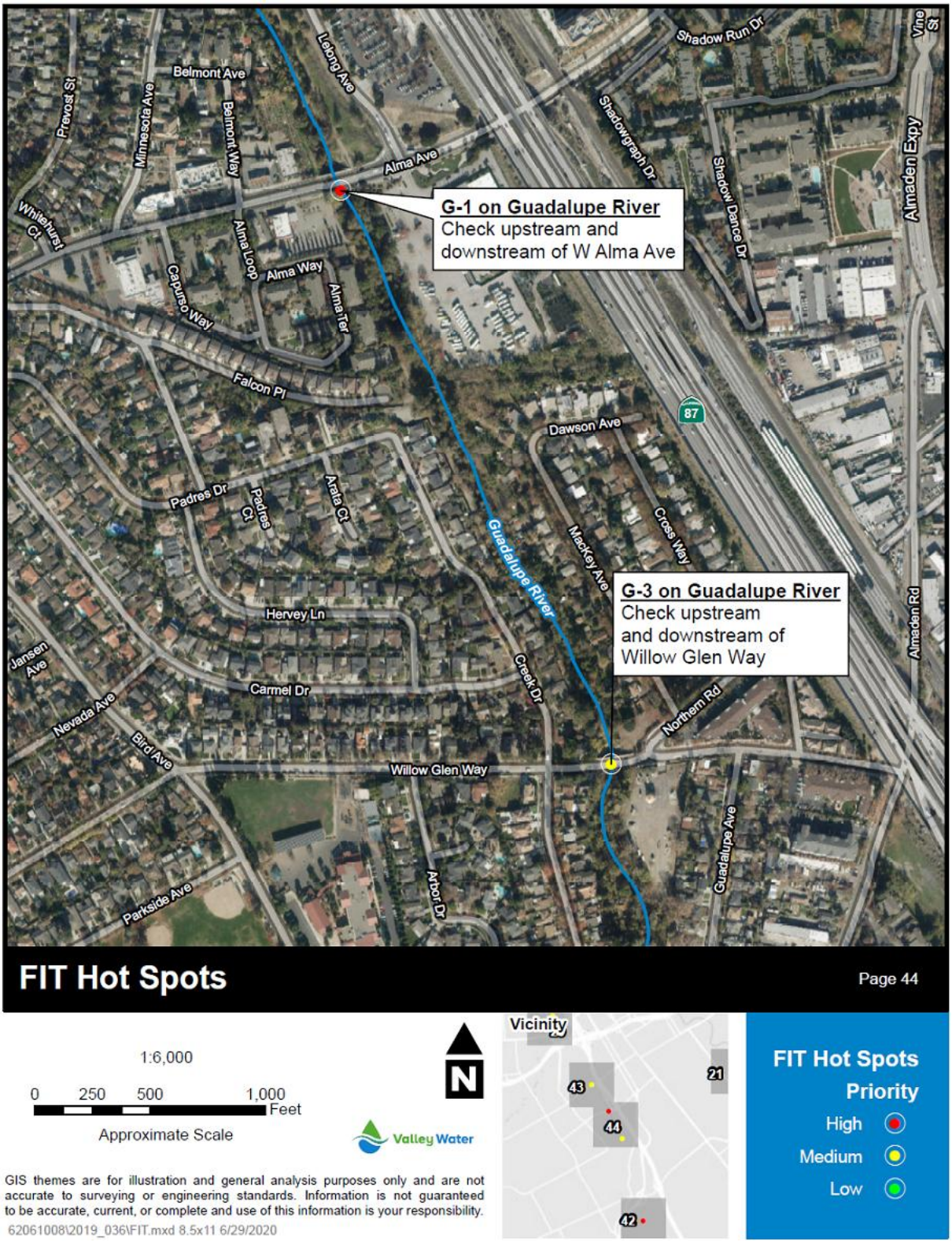
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
12
48
54
47
FIT Hot Spots
Priority
High
Medium
Low


G-1 on Guadalupe River
Check upstream and downstream of W Alma Ave
G-3 on Guadalupe River
Check upstream and downstream of Willow Glen Way
Guadalupe River
Alma Ave
Willow Glen Way
Belmont Ave
Lelong Ave
Shadow Run Dr
Vine St
Prevost St
Minnesota Ave
Belmont Way
Shadowgraph Dr
Almaden Expy
Whitehurst Ct
Alma Loop
Alma Way
Alma Ter
Shadow Dance Dr
Capurso Way
Falcon Pl
Dawson Ave
87
Padres Dr
Padres Ct
Arata Ct
MacKey Ave
Cross Way
Hervey Ln
Jansen Ave
Carmel Dr
Creek Dr
Almaden Rd
Nevada Ave
Bird Ave
Northern Rd
Guadalupe Ave
Arbor Dr
Parkside Ave
FIT Hot Spots
Page 44
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
43
21
44
42
FIT Hot Spots
Priority
High
Medium
Low


Jerome St
Fuller Ave
Hull Ave
Atlanta Ave
Coe Ave
Marshall Ave
Snyder Ave
Shepherd Ave
Warren Ave
Delmas Ave
Spencer Ave
Prevost St
Mills Ct
Willow Circle Ct
Willow St
Prevost Ct
Kayellen Ct
Villa Maria Ct
Clark St
Pivoto Pl
Wabesco Pl
Tao Pl
Dorothy Ave
Trinity Glen Ct
Bird Ave
Belmont Ave
Guadalupe River
Minnesota Ave
Lelong Ave
McLellan Ave
Harlies Ave
Edwards Ave
Palm St
Locust St
Lick Ave
Peptone Ave
Goodyear St
87
G-2 on Guadalupe River
Check upstream and downstream of Willow St
FIT Hot Spots
Page 43
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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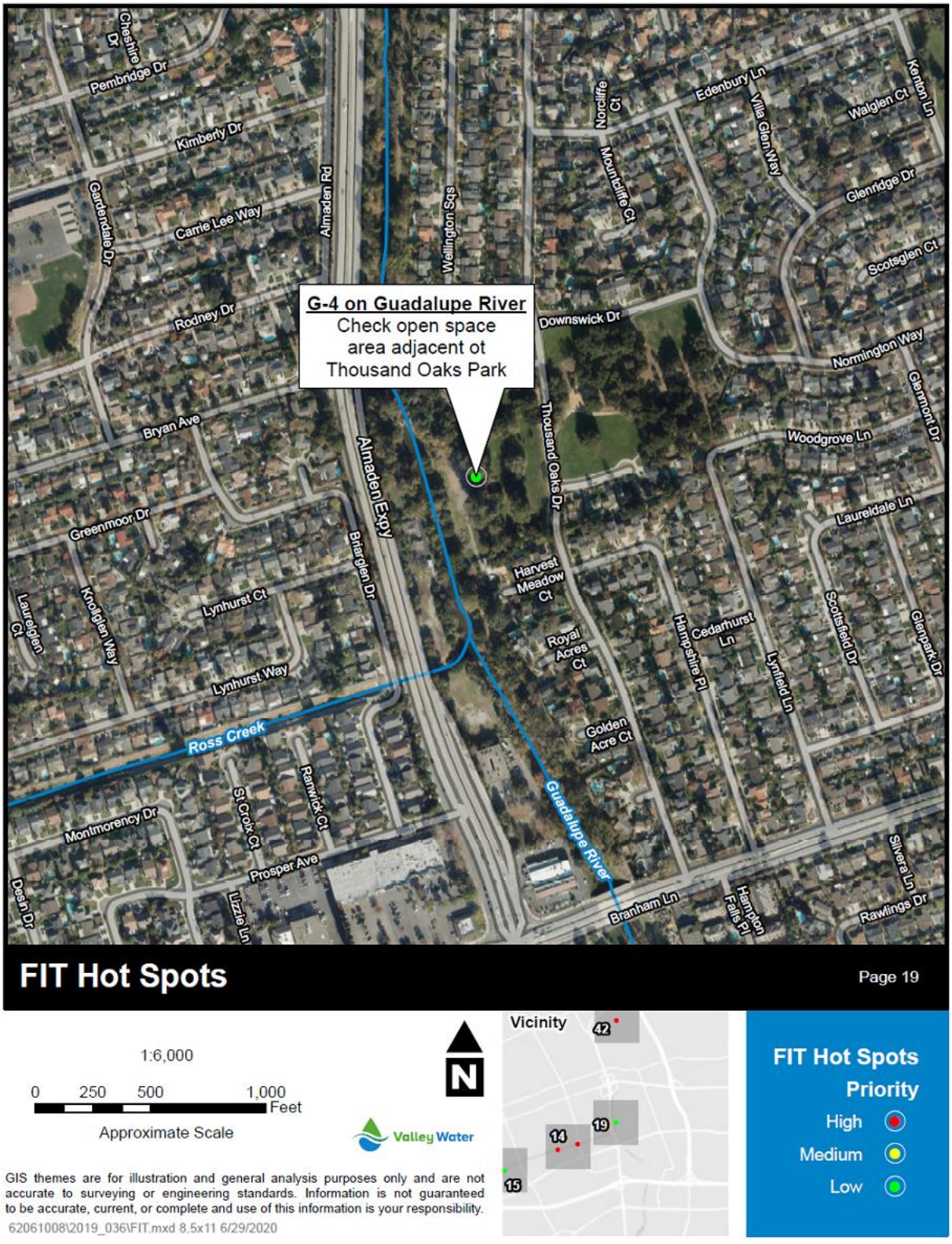
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
56
20
43
44
FIT Hot Spots
Priority
High
Medium
Low


G-4 on Guadalupe River
Check open space area adjacent ot Thousand Oaks Park
Cheshire Dr
Pembridge Dr
Kimberly Dr
Gardendale Dr
Carrie Lee Way
Almaden Rd
Wellington Sqs
Norcliffe Ct
Edenbury Ln
Villa Glen Way
Waiglen Ct
Kenton Ln
Mountcliffe Ct
Glenridge Dr
Scotsglen Ct
Rodney Dr
Downswick Dr
Normington Way
Glenmont Dr
Bryan Ave
Almaden Expy
Thousand Oaks Dr
Woodgrove Ln
Laureldale Ln
Greenmoor Dr
Briarglen Dr
Harvest Meadow Ct
Laureldale Ct
Knollglen Way
Lynhurst Ct
Royal Acres Ct
Hampshire Pl
Cedarhurst Ln
Scottsfield Dr
Glenpark Dr
Lynfield Ln
Lynhurst Way
Golden Acre Ct
Ross Creek
Guadalupe River
Montmorency Dr
St Croix Ct
Ranwick Ct
Prosper Ave
Desan Dr
Lizzie Ln
Branham Ln
Hampton Falls Pl
Silvera Ln
Rawlings Dr
FIT Hot Spots
Page 19
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
42
19
14
15
FIT Hot Spots
Priority
High
Medium
Low


LG-2 on Los Gatos Creek
Check both banks between Park Ave and San Fernando St
LG-1 on Los Gatos Creek
Check upstream Park Ave culvert near fire station for vegetation blockages and backup
Crandall St
Wilson Ave
Bush St
Cahill St
San Fernando St
Guadalupe River
Guadalupe Bypass 4
Woz Way
Autumn St
Lakehouse Ave
87
Otterson St
Montgomery St
Sonoma St
Delmas Ave
Frederick Cmns
Cahill Park Dr
Laurel Grove Ln
Georgetown Ln
Georgetown Pl
Kentdale Pl
Grayson Ter
Park Ave
Gifford Ave
Lorraine Ave
San Carlos St
Josefa St
Minor Ave
Los Gatos Creek
McEvoy St
Dupont St
Columbia Ave
Willis Ave
Auzerais Ave
Illinois Ave
Bird Ave
Royal Ave
Barrista Pl
Font Ter
280
William St
FIT Hot Spots
Page 20
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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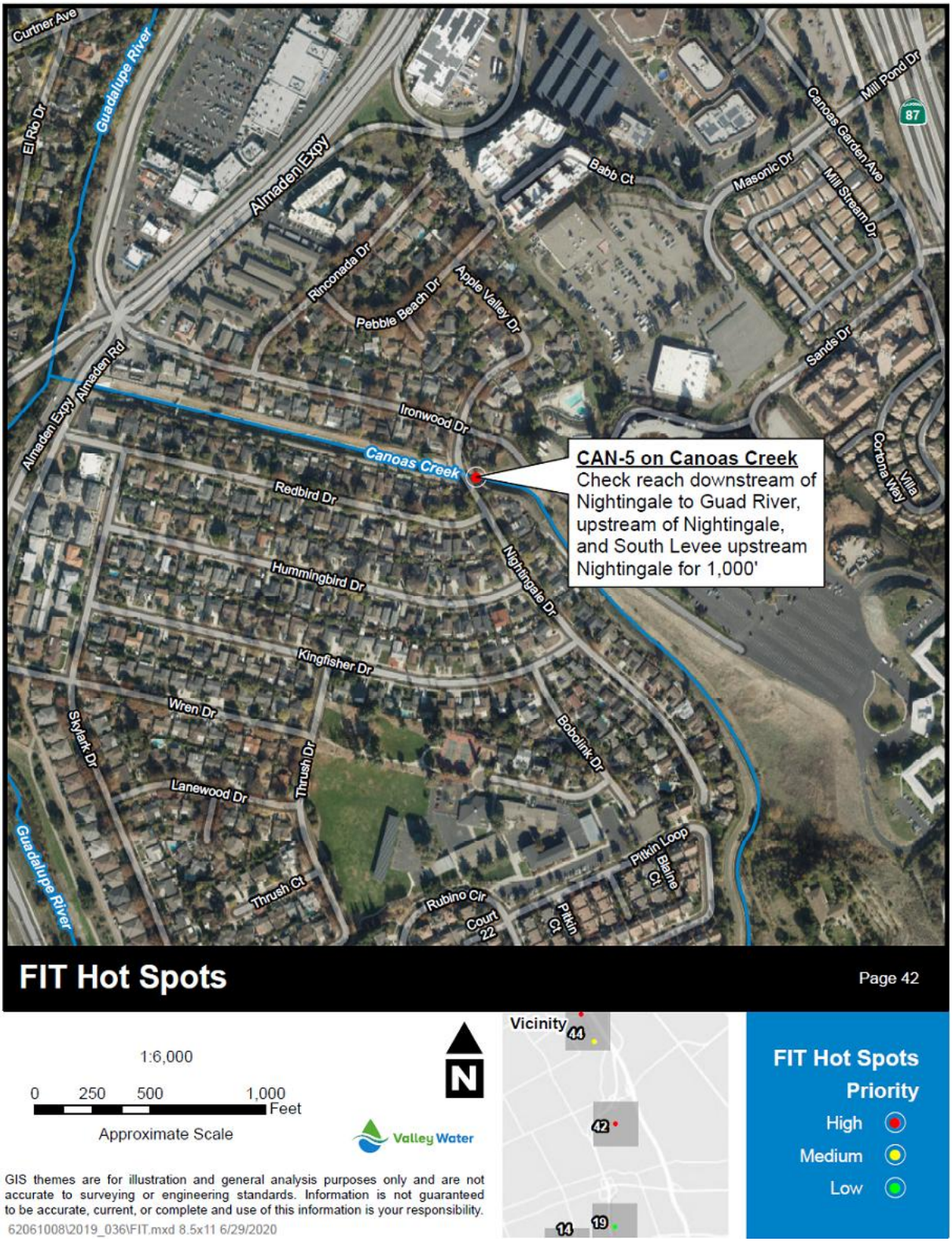
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
56
20
43
44
FIT Hot Spots
Priority
High
Medium
Low


Curtner Ave
El Rio Dr
Guadalupe River
Almaden Expy
Almaden Rd
Rinconada Dr
Pebble Beach Dr
Apple Valley Dr
Babb Ct
Masonic Dr
Canoas Garden Ave
Mill Pond Dr
Mill Stream Dr
Sands Dr
Cortona Way
Villa
87
Ironwood Dr
Canoas Creek
Redbird Dr
Hummingbird Dr
Nightingale Dr
Kingfisher Dr
Wren Dr
Skylark Dr
Thrush Dr
Lanewood Dr
Bobolink Dr
Pitkin Loop
Blaine Ct
Thrush Ct
Rubino Clr
Court 22
Pitkin Ct
CAN-5 on Canoas Creek
Check reach downstream of Nightingale to Guad River, upstream of Nightingale, and South Levee upstream Nightingale for 1,000'
FIT Hot Spots
Page 42
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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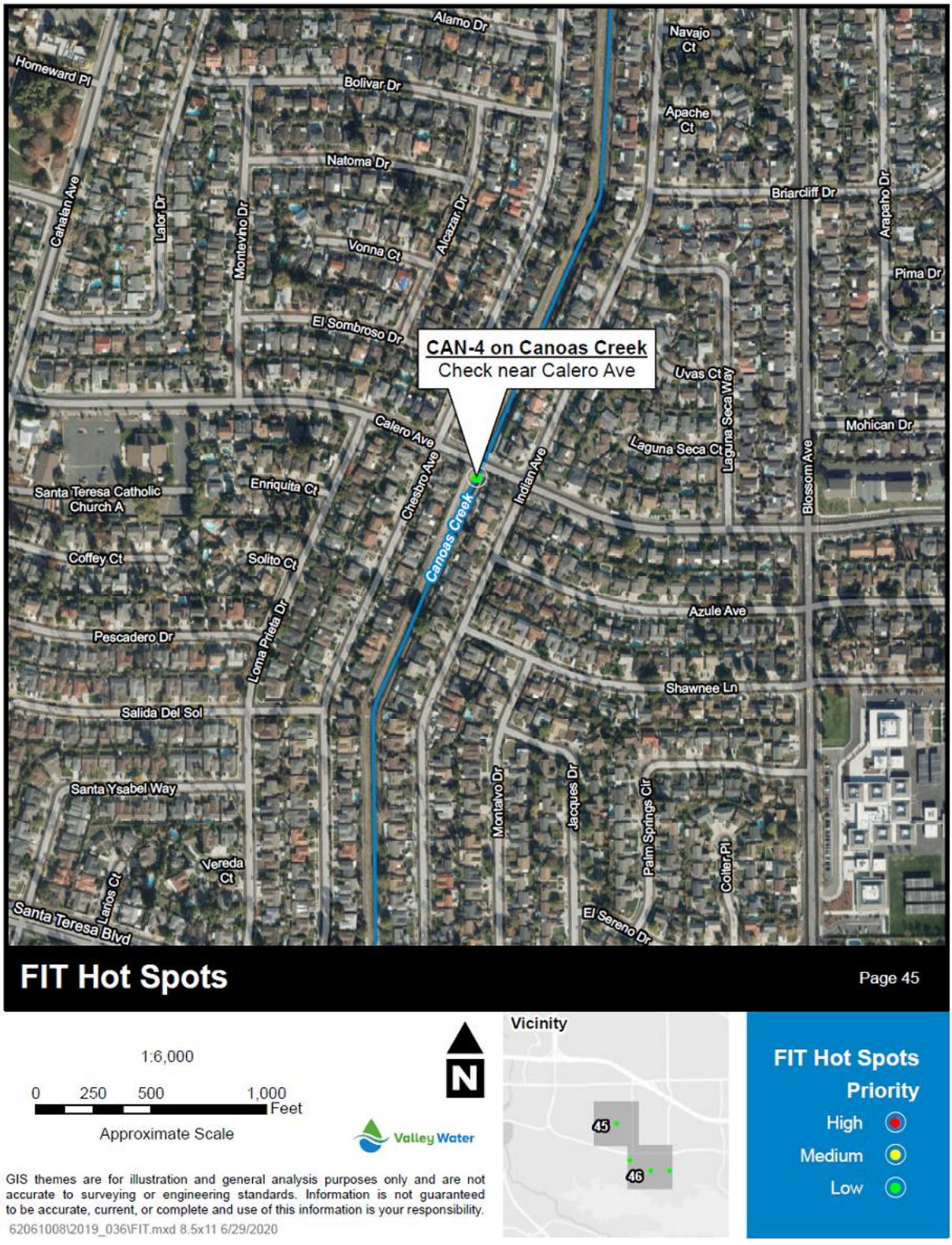
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
44
42
14
19
FIT Hot Spots
Priority
High
Medium
Low


Alamo Dr
Navajo Ct
Homeward Pl
Bolivar Dr
Apache Ct
Natoma Dr
Briarcliff Dr
Arapaho Dr
Cahalan Ave
Lalor Dr
Montevino Dr
Alcazar Dr
Vonna Ct
Pima Dr
El Sombroso Dr
CAN-4 on Canoas Creek
Check near Calero Ave
Uvas Ct
Laguna Seca Way
Mohican Dr
Calero Ave
Laguna Seca Ct
Blossom Ave
Chesbro Ave
Indian Ave
Santa Teresa Catholic Church A
Enriquita Ct
Canoas Creek
Coffey Ct
Solito Ct
Azule Ave
Loma Prieta Dr
Pescadero Dr
Shawnee Ln
Salida Del Sol
Montalvo Dr
Jacques Dr
Palm Springs Cir
Santa Ysabel Way
Vereda Ct
Colter Pl
Larios Ct
Santa Teresa Blvd
El Sereno Dr
FIT Hot Spots
Page 45
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
45
46
FIT Hot Spots
Priority
High
Medium
Low


El Sereno Dr
Blackfoot Ct
Kiowa Cir
Modoc Ct
Shawcroft Dr
Safari Dr
Blossom Ave
Santa Teresa Blvd
Maree Ct
Arrowhead Dr
Geronimo Dr
Heathercreek Way
Ute Ct
Iowa Dr
Oneida Dr
Winnebago Ct
CAN-3 on Canoas Creek
Check near Blossom Ave
Choctaw Ct
Tuolomne Ct
CAN-2 on Canoas Creek
Check near Tillamook Dr
Choctaw Dr
Snell Ave
Shadelands Dr
Canoas Creek
Cree Dr
Cree Ct
Omaha Ct
Suisse Dr
Hoket Way
CAN-1 on Canoas Creek
Check near Snell Ave
Gunter Way
Tillamook Dr
Cayuga Dr
Cayuga Ct
Seger Way
Hopi Ct
Channel Dr
Colleen Dr
Hopi Cir
Curie Dr
FIT Hot Spots
Page 46
1:6,000
0 250 500 1,000
Feet
Approximate Scale
N
Valley Water
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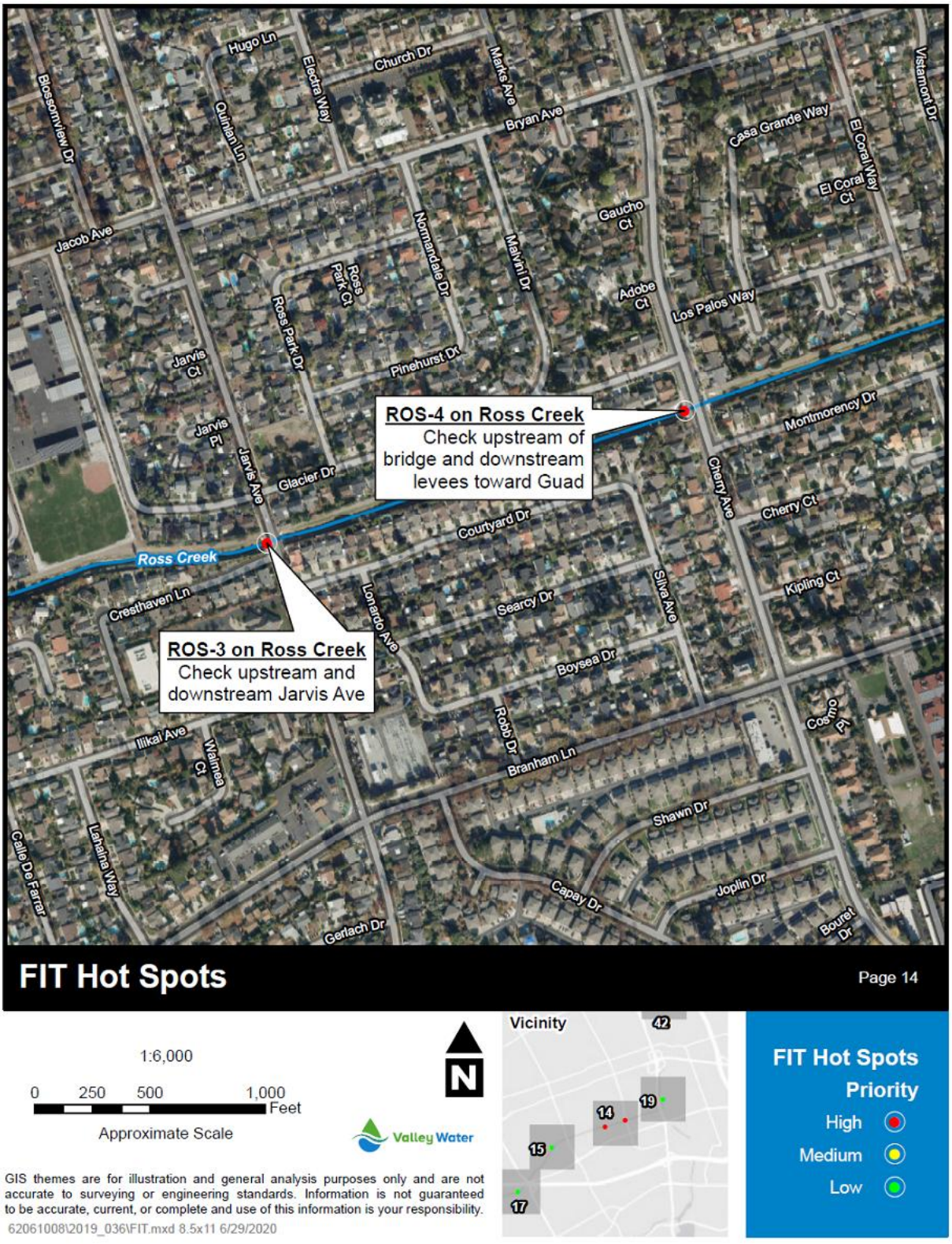
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
45
46
FIT Hot Spots
Priority
High
Medium
Low


ROS-4 on Ross Creek
Check upstream of bridge and downstream levees toward Guad
ROS-3 on Ross Creek
Check upstream and downstream Jarvis Ave
Ross Creek
Hugo Ln
Electra Way
Church Dr
Marks Ave
Bryan Ave
Blossomview Dr
Quinlan Ln
Casa Grande Way
El Coral Way
El Coral Ct
Vistamont Dr
Jacob Ave
Normandale Dr
Malvin Dr
Gaucho Ct
Ross Park Ct
Ross Park Dr
Adobe Ct
Los Palos Way
Pinehurst Dr
Jarvis Ct
Jarvis Pl
Jarvis Ave
Glacier Dr
Montmorency Dr
Cherry Ave
Cherry Ct
Courtyard Dr
Cresthaven Ln
Lonardo Ave
Searcy Dr
Silva Ave
Kipling Ct
Boysea Dr
Robb Dr
Cosmo Pl
Ilikai Ave
Waimea Ct
Branham Ln
Shawn Dr
Calle De Farrar
Lahaina Way
Capay Dr
Joplin Dr
Gerlach Dr
Bouret Dr
FIT Hot Spots
Page 14
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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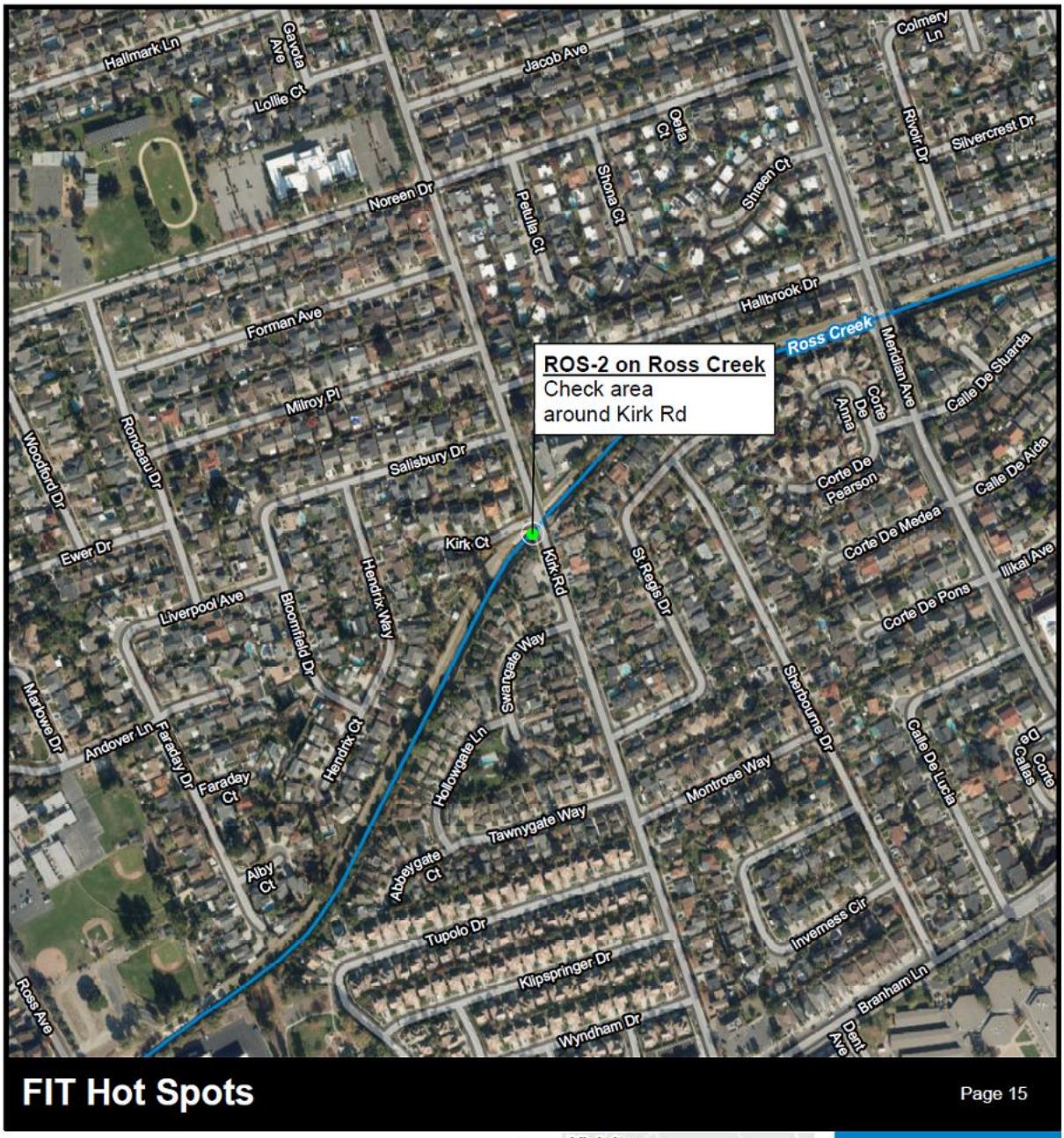
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
42
19
14
15
17
FIT Hot Spots
Priority
High
Medium
Low


ROS-2 on Ross Creek
Check area
around Kirk Rd
Ross Creek
Kirk Ct
Kirk Rd
Hallmark Ln
Gavola Ave
Lollie Ct
Jacob Ave
Colmery Ln
Rivoir Dr
Silvercrest Dr
Oella Ct
Shiraz Ct
Noreen Dr
Petrilla Ct
Shona Ct
Hallbrook Dr
Forman Ave
Milroy Pl
Rondeau Dr
Woodford Dr
Salisbury Dr
Meridian Ave
Calle De Stuarda
Anna De Corte
Corte De Pearson
Calle De Alda
Corte De Medea
Ilikai Ave
Corte De Pons
Ewer Dr
Liverpool Ave
Bloomfield Dr
Hendrix Way
St Regis Dr
Swangate Way
Sherbourne Dr
Marlowe Dr
Andover Ln
Faraday Dr
Faraday Ct
Hendrix Ct
Hollowgate Ln
Montrose Way
Calle De Lucia
Corte De Callas
Tawnygate Way
Abbeygate Ct
Alby Ct
Tupolo Dr
Inverness Cir
Klipspringer Dr
Branham Ln
Wyndham Dr
Dent Ave
Ross Ave
FIT Hot Spots
Page 15
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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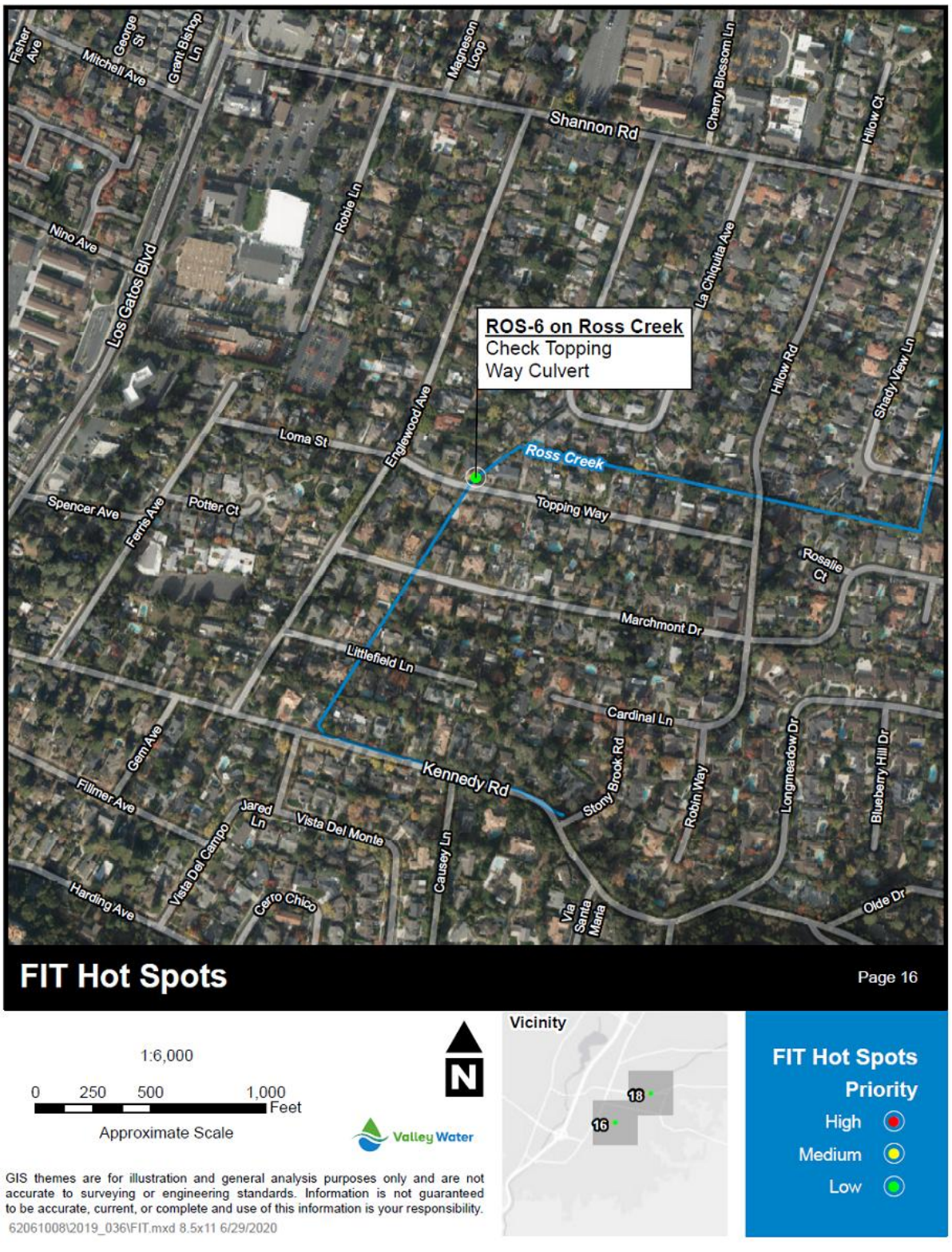
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
19
14
15
17
FIT Hot Spots
Priority
High
Medium
Low


ROS-6 on Ross Creek
Check Topping Way Culvert
Ross Creek
Shannon Rd
Los Gatos Blvd
Englewood Ave
Loma St
Topping Way
Marchmont Dr
Littlefield Ln
Cardinal Ln
Kennedy Rd
Vista Del Monte
Harding Ave
Olde Dr
Fisher Ave
Mitchell Ave
George St
Grant Bishop Ln
Magneson Loop
Cherry Blossom Ln
Hillow Ct
Nino Ave
Robie Ln
La Chiquita Ave
Hillow Rd
Shady View Ln
Spencer Ave
Ferris Ave
Potter Ct
Rosalie Ct
Gem Ave
Fillmer Ave
Jared Ln
Vista Del Campo
Cerro Chico
Causey Ln
Via Santa Maria
Stony Brook Rd
Robin Way
Longmeadow Dr
Blueberry Hill Dr
FIT Hot Spots
Page 16
1:6,000
0 250 500 1,000 Feet
Approximate Scale
N
Valley Water
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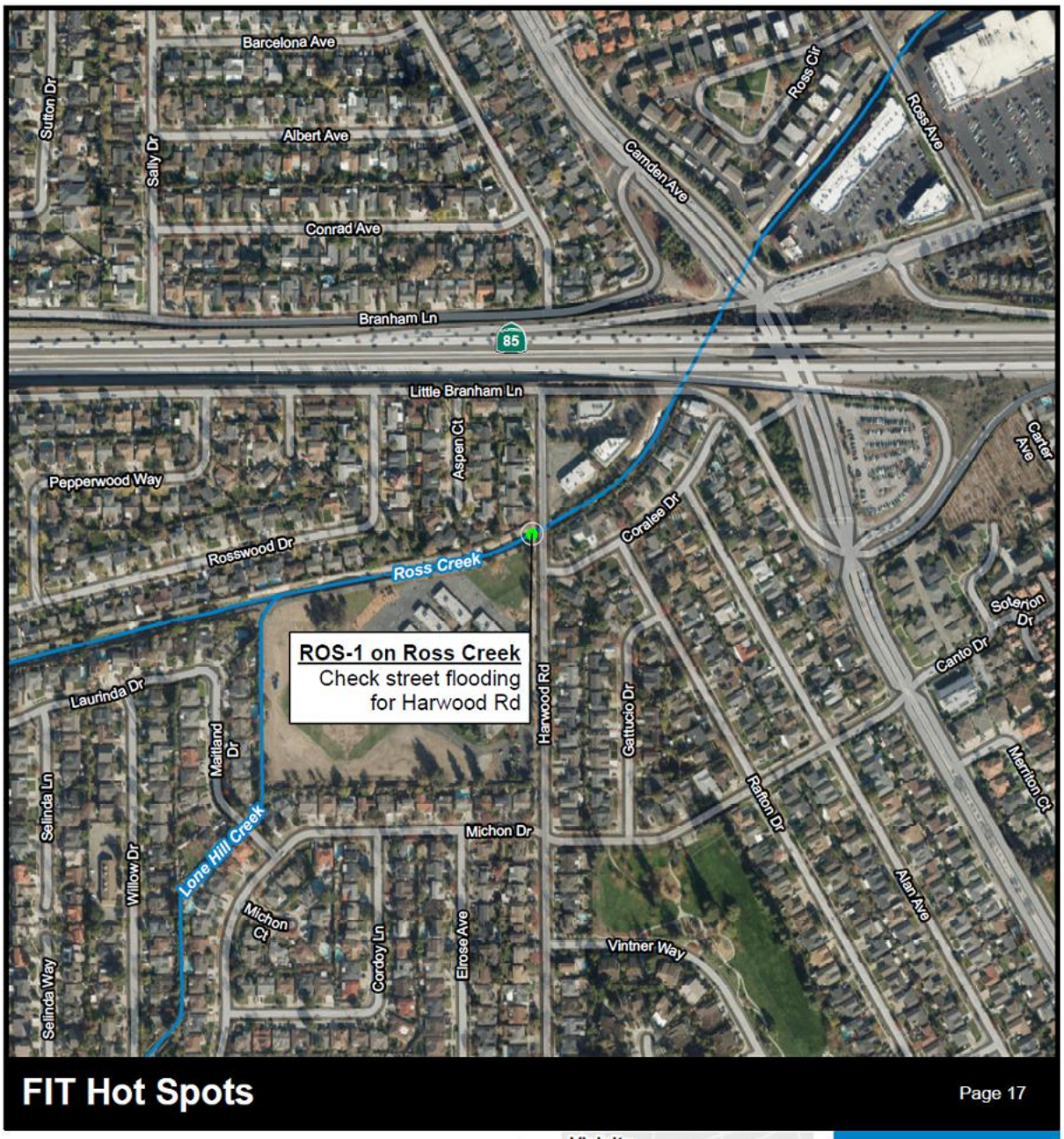
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
18
16
FIT Hot Spots Priority
High
Medium
Low


Barcelona Ave
Sutton Dr
Albert Ave
Sally Dr
Conrad Ave
Camden Ave
Ross Cir
Ross Ave
Branham Ln
85
Little Branham Ln
Aspen Ct
Pepperwood Way
Rosswood Dr
Ross Creek
Coralee Dr
Carter Ave
Soberion Dr
Canto Dr
ROS-1 on Ross Creek
Check street flooding
for Harwood Rd
Laurinda Dr
Maitland Dr
Harwood Rd
Gettucio Dr
Merrilon Ct
Selinda Ln
Willow Dr
Lone Hill Creek
Michon Dr
Ralton Dr
Alan Ave
Michon Ct
Cordoy Ln
Elrose Ave
Vintner Way
Selinda Way
FIT Hot Spots
Page 17
1:6,000
0 250 500 1,000
Feet
Approximate Scale
N
Valley Water
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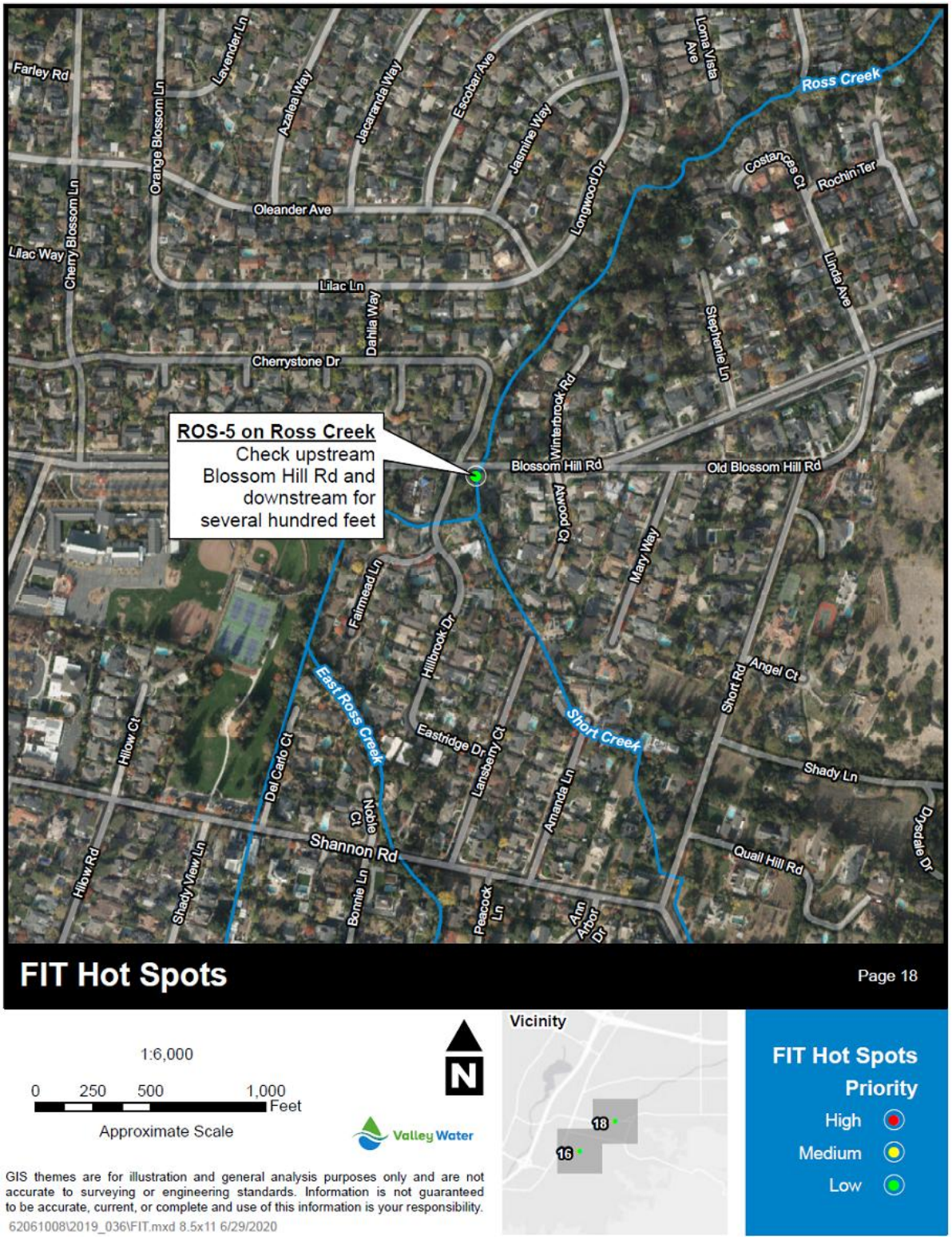
62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
14
15
17
FIT Hot Spots
Priority
High
Medium
Low


ROS-5 on Ross Creek
Check upstream Blossom Hill Rd and downstream for several hundred feet
Ross Creek
East Ross Creek
Short Creek
Farley Rd
Orange Blossom Ln
Lavender Ln
Azalea Way
Jacaranda Way
Escobar Ave
Jasmine Way
Longwood Dr
Loma Vista Ave
Costances Ct
Rochin Ter
Linda Ave
Oleander Ave
Lilac Way
Cherry Blossom Ln
Lilac Ln
Dahlia Way
Cherrystone Dr
Stephenie Ln
Winterbrook Rd
Blossom Hill Rd
Old Blossom Hill Rd
Mary Way
Fairmead Ln
Hillbrook Dr
Short Rd
Angel Ct
Hillow Ct
Del Carlo Ct
Eastridge Dr
Lansberry Ct
Amanda Ln
Shady Ln
Noble Ct
Shannon Rd
Quail Hill Rd
Bryerdale Dr
Hillow Rd
Shady View Ln
Bonnie Ln
Peacock Ln
Ann Arbor Dr
FIT Hot Spots
Page 18
1:6,000
0 250 500 1,000 Feet
Approximate Scale
Valley Water
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62061008\2019_036\FIT.mxd 8.5x11 6/29/2020
Vicinity
18
16
FIT Hot Spots
Priority
High
Medium
Low

ATTACHMENT 12
Guidance Table for Evaluating Facility During High Flow and Determining the Readiness Level

EVENT	SITUATION	READINESS LEVEL*
Bank Erosion	Erosion scour that is threatening a facility but is stable (i.e., scour is not getting bigger).	**Monitor**
	Erosion scour during high flows that is threatening a facility (e.g., a bridge) that if allowed to continue, could result in failure of facility.	**Watch**
	Erosion scour that is threatening a structure on an adjacent property during high flows.	**Watch**
	Erosion scour during high flows that has caused or will cause a blockage in the creek that will produce flooding.	**Warning**
Boil/Seepage	Seepage area with clear water discharging less than 1 gallon per minute.	**Monitor**
	Seepage area with cloudy water or increasing rate.	**Watch**
	Seepage area with discharge greater than 10 gallons per minute.	**Warning**
Levee Damage	New cracks in embankment greater than ¼ inch without seepage.	**Monitor**
	Slippage or erosion scour of levee bank during high flows.	**Monitor**
	Cracks in levee with seepage discharging less than 1 gallon per minute.	**Watch**
	Cracks in levee with seepage discharging more than 1 gallon per minute.	**Warning**
	Sudden or rapid slumping or scour on levee slopes.	**Warning**
Stage at ALERT or Visual Stream Gauge	Water depth corresponds to 50% capacity.	**Monitor**
	Water depth corresponds to 70% capacity.	**Watch**
	Water depth at or greater than top bank.	**Warning**
Downed trees in creek channel	Downed tree, high flows; could collect debris, redirect flow, or move downstream.	**Monitor**
	Downed tree, high flows; redirecting flows causing bank scour or obstructing flow creating backwater effect.	**Watch**
	Downed tree causing flooding.	**Warning**

ATTACHMENT 12
Guidance Table for Evaluating Facility
During High Flow and Determining the Readiness Level (continued)

EVENT	SITUATION	READINESS LEVEL*
Bridge/Pier nose blockage	Debris build up that could affect forecast flows or is affecting flows but water receding.	**Monitor**
	Debris build up affecting flows with increased flows forecast or more debris collecting, threatening to block flow under bridge/culvert.	**Watch**
	Debris build up obstructing flow backing up water and will overtop banks or is already flooding.	**Warning**
Embankment overtopping	Creek level is within 1 foot of top of bank.	**Watch**
	Creek level is overtopping bank.	**Warning**
Sabotage/Vandalism	Facility or levee damage that could adversely impact flows.	**Monitor**
	Facility or levee damage that is affecting flows or causing minor leakage in levees or significant levee damage during low flows.	**Watch**
	Facility damage that is blocking flows that will result in flooding or levee damage that will likely result in failure or has failed during high flows.	**Warning**
Earthquake	Magnitude 6.0 or greater within 50 miles of creek with flows below 70% of capacity and not expected to rise.	**Monitor**
	Magnitude 6.0 or greater within 50 miles of creek with flows below 70% of capacity with visible damage to bridges, facilities, or levee movement or cracking.	**Watch**
	Magnitude 6.0 or greater within 50 miles of creek with damage to levees or facilities that are affecting flows, bridge failure, levee cracking or leaking or movement but minor risk of flooding.	**Watch**
	Magnitude 6.0 or greater within 50 miles of creek with damage to levees or facilities that are affecting flows, bridge failure, levee cracking or leaking or movement when flows are above 70% of capacity or forecast to be rising.	**Warning**
*Table 1 of EAP describes the flood readiness levels.		

ATTACHMENT 13
Hot-Spots for Encampments of Unsheltered Individuals Located Within the Waterways

Below is a listing of some known hot-spot locations for encampments as of the release of this Joint Emergency Action Plan. Many of the hot-spots are in areas that are publicly owned lands that are part of a park system managed for public access and are often located near retail areas and road crossings/bridges. However, encampments are not limited to these locations and can occur nearly anywhere in a waterway. Valley Water has a map of regularly known encamped areas on Valley Water property available at - https://valleywater.maps.arcgis.com/apps/webappviewer/index.html?id=ec08e158806c455db54a6c290191de3f. Valley Water also maintains a current map of encampments that can be made available as needed.

A. COYOTE CREEK

1. **Dixon Road to Montague Expressway**
2. **Brokaw Road to Santa Clara Street**
3. **William Street Park and Selma Olinder Park thru Kelley Park**
4. **Tully Road to Capitol Expressway**
5. **Hellyer Park**
6. **Silicon Valley Boulevard area.**

B. GUADALUPE RIVER

1. **Interstate 880 to Alma Avenue**
2. **Curtner Avenue to Blossom Hill Road**

C. GUADALUPE CREEK

1. **Camden Avenue to Almaden Expressway**

D. LOS GATOS CREEK

1. **Guadalupe River to Interstate 880**

E. UPPER PENITENCIA CREEK

1. **Coyote Creek to Capitol Avenue**

F. LOWER SILVER CREEK & THOMPSON CREEK

1. **Coyote Creek to Story Road**
2. **Tully Road to upstream Aborn Road**

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