

ANNEX F
FLOOD PLAN

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**ANNEX F – FLOOD PLAN
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PART I INTRODUCTION

A. BACKGROUND

The Alviso district and adjacent areas in north San Jose are low-lying lands. Much of this area is below sea level. In 1982 and 1983, as a result of breaks in the levee system flanking the Coyote Creek, heavy prolonged rains and wind-driven high tides, there was considerable flooding. The flooding closed all primary and secondary roads servicing the areas trapping some residents, interrupting all utilities, and resulting in heavy losses to both public and private property. Since that time, significant public improvements have been constructed to abate further flooding. Coyote Creek north of Montague Expressway has been improved to contain a 100-year flood, as has Guadalupe River between I-280 and the Bay. High water alarms are tested biannually in March and October. The Santa Clara Valley Water District ALERT Data System, a program of the National Weather Service's River Forecast Center, enables local agencies to monitor storm events with radio reporting field gauges. In the event of a high water warning, Fire Department and Public Works personnel maintain a watch on the levees.*

In 1995 two storm systems generated precipitation of unusual duration, resulting in localized flooding in scattered areas of San Jose. In 1997 a series of storms over several weeks filled the reservoirs to overflowing and saturated the watershed. Additional precipitation caused the Coyote Creek to rise, damaging property in two neighborhoods. High water flows in creeks and the Guadalupe River blocked the storm drains and caused precipitation to be impounded in several low-lying areas. In 1998 prolonged periods of rain lead to localized flooding and landslides.

San Jose participates in the National Flood Insurance Program, and takes remedial actions to obtain low flood insurance rates for property owners. In 1999 San Jose was awarded a certificate of Class 8 rating.

*Fire Department may not have resources to do this if call volume is high.

The Santa Clara Valley Water District, the flood control agency for San Jose, is working with the Army Corps of Engineers and locally elected officials to obtain federal funding to complete the designed flood control measures for the valley.

B. PURPOSE

This plan has been developed to provide the basis for government and the private sector to coordinate and interrelate during flooding in San Jose to save life and protect property.

C. SCOPE

This plan addresses flooding due to rain, tidal flooding, overtopping of levees or failure of those levees protecting developed areas in north San Jose/Alviso, or overtopping of creeks anywhere in the City; or localized flooding due to storm drain capacity problems.

This plan is intended to supplement the City of San Jose Emergency Operations Plan. It addresses those elements of the emergency organization which would have specific emphasis during a flood emergency.

This plan is intended as a guide; it can be modified, as necessary, to cope with unforeseen conditions and events.

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PART II

FLOOD STANDARD OPERATING PROCEDURE

A. MANAGING FLOOD OPERATIONS

This gives a general plan of emergency response operations for flooding or the threat of flooding. The principal emergency functions needed are Management, Emergency Public Information, Operations Chief, Communications, Fire & Rescue, Law Enforcement & Traffic Control, Care & Shelter, Construction & Engineering (Flood Fighting), Planning (Damage Assessment, Situation Analysis, and Recovery), and Logistics (Procurement). These functions are described as they relate to flooding or the threat of flooding. Figure 1 lists the responsible and supporting elements of government and the private sector and shows their relationships to the flood-related emergency response functions.

Material following Figure 1 describes each of the functions as they relate to a flood emergency. These sections also provide a structure for organizing attachments which provide detailed information such as Standing Operating Procedures (SOPs) and site-specific data. SOPs and attachments have been prepared and are maintained by the responsible and supporting departments.

1. Management

a. Purpose

The City Manager is the Director of Emergency Services (DES) and, as such, controls and directs the efforts of the emergency organization.

b. Organization

The emergency organization will be mobilized as necessary to respond to the threat of flood or to a flood emergency.

c. Mayor and City Council involvement

As the wet weather season approaches, the City Manager/Management Section Chief (MSC) will report to the Mayor and City Council any significant situational changes in infrastructure, available resources, or other aspects of flood preparedness that have occurred since the previous flood season or event. The Emergency Notification Procedure will be communicated to the Mayor and City Council offices to ensure that they know what to expect in the event of a flood emergency.

2. Public Information

a. Purpose

The purpose of the Public Information function is to ensure community awareness of flood threats and recovery procedures by providing official news releases to the news media and via direct communication to the public, under the direction of the Assistant Management Section Chief.

Recognizing the community's need for reassurance, as well as information about response and recovery during and after emergencies, the Mayor and affected Councilmembers will be involved during media briefings, community meetings, and other emergency public information activities, as appropriate.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: City Manager's Office

Supporting Agencies: Public Works
Police Department
Fire Department
Parks, Recreation & Neighborhood Services
Environmental Services
Employee Services
Airport
SCVWD
News Media

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Public Information Officer (PIO) will develop or revise sample text for news releases and for alert and evacuation leaflets. Leaflets should be in appropriate community languages. The PIO should be prepared to disseminate to San Jose residents literature on how to prepare for a flood and/or what items they should take with them when evacuating. The PIO will revise the listing of news media contacts and state and federal counterparts as appropriate.

The City Volunteer Coordinator will develop lists of bilingual City personnel available to assist in translating news releases, and alert and evacuation leaflets, and in staffing phone lines and assistance centers.

Public Works/Transportation Departments will provide periodic status reports to the Director of Emergency Preparedness who will coordinate a memo to Mayor, City Council and Senior Staff with a seasonal update.

2) Increased Readiness Phase Actions

When the MSC designates a state of local increased readiness, the PIO will provide news media with releases advising them of conditions as they change.

The PIO will work with broadcasters to provide public information broadcasting service.

The PIO will assist with 277-4000 to provide information to the public and will prepare messages for dissemination. The PIO will publicize the telephone member.

The OES staff or appropriate bilingual City staff will translate and record the PIO's messages to provide pertinent information to the public via 277-4000.

3) Flood Emergency Phase Actions

The PIO will keep the public informed of developing conditions and of prudent actions to take via the news media and 277-4000 messages.

The PIO will utilize the full capabilities of the news media to the maximum extent appropriate for broadcasting timely flood advisories to the public.

4) Recovery Phase Actions

The PIO will inform the public of Disaster Assistance Centers (DACs) and other available recovery assistance by news releases, interviews with officials, and 277-4000 recordings or operators. The PIO will provide the media and public with all necessary follow-up information related to damage assessment (public and private) and to returning the community to normal conditions. The PIO will coordinate with state and federal counterparts.

3. Flood Advisories

a. Purpose

The purpose of the flood advisory function is to provide timely information to flood prone areas of the community regarding potential time frames for potential impacts.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Public Works

| | | |
|----------------------|------------------------------|---------------------------|
| Supporting Agencies: | City Manager | News Media |
| | Police Department | Mobile Home Park Managers |
| | Fire Department | SCVWD |
| | Department of Transportation | National Weather Service |
| | Employee Services | |
| | Information Technology | |
| | RACES | |
| | San Jose Search & Rescue | |
| | Neighborhood Associations | |

c. Operational Phases and Plan Activation

The Assistant MSC is in charge of all messages released to the public and the media, and as such must approve all warning notices and press releases.

The Police and Fire Chiefs are responsible for neighborhood notification, based on direction of the MSC, and information provided by the Director of Public Works (DPW), the Santa Clara Valley Water District (SCVWD), and the National Weather Service (NWS).

Upon receiving advisory, watch, warning or alert messages, neighborhood associations and mobile home park managers will then execute any flood warning plans.

The Public Information Officer (PIO) is responsible for communicating city-specific flood related news releases to the news media.

1) Preparedness Phase Actions

The Office of Emergency Services revises City key personnel alerting lists on an ongoing basis.

Police and Fire Departments will update Alviso area alerting lists (See Attachment 1) and remind all those listed that now is an opportunity to revise or develop their flood warning procedures. Copies of the revised alerting lists will be forwarded to OES by October 1.

2) Increased Readiness Phase Actions

The PIO will assure that the PIO Branch is prepared to issue flood-related media releases and community advisories, watches, warnings or alerts.

3) Flood Emergency Phase Actions

The MSC may declare a State of Local Emergency due to flood. The MSC will keep the Mayor and City Council informed of significant actions taken.

The Director of Public Works (DPW) will establish the geographical scope for flood advisories based on information obtained from the NWS, SCVWD and/or its field inspection staff. The PIO will manage and coordinate its issuance. The DPW will activate appropriate supporting agencies. The Assistant MSC will approve press releases, handbills, 277-4000 messages, and official statements prepared by the PIO.

The Fire Communications Supervisor will, as directed, notify and/or call back City staff.

The PIO will provide written flood advisories in the format directed and approved by the Assistant MSC. The PIO will set up media conferences as directed. The PIO will prepare for approval media releases, handbills, and 277-4000 messages in appropriate languages. The PIO will publicize the 277-4000 activation. At

the direction of the ASST MSC, the PIO will use all appropriate media contact points to enhance community awareness of potential flooding impacts.

The Police Department will direct and coordinate field-warning activities when directed by the MSC or in support of an evacuation order. The Police Department will provide warning by vehicle-mounted public address speakers or sirens, as possible. The Fire Department (including Fire Explorers and San Jose SAR volunteers) will provide support to Police field-warning activities, if personnel is available. San Jose *Prepared!* will provide support to Police field-warning activities where available.

If Alviso is determined to be at risk for flooding, the Police Department Communication staff will provide telephone notification of flood warning to key facilities, unique institutions, mobile home parks, and neighborhood associations (See Attachment 1) as directed by the MSC.

Neighborhood associations and mobile home park managers who have agreed to coordinate in providing flood advisories, after notification, may issue flood warnings as described in their plans.

City departments with responsibilities for flood advisories will keep the Assistant MSC apprised of any problems in promulgating flood advisories as they arise and inform him/her immediately when assigned tasks are completed. The Assistant MSC will keep the MSC informed (periodically or as directed) of the status of flood advisory operations.

The MSC will inform the State OES, Coastal Region (via the Operational Area), of the situation/status during EOC activations.

B. OPERATIONS SECTION

1. Operations Chief

a. Purpose

The role of the Operations Chief is to provide centralized control and coordination of emergency operations.

b. Organization

The Fire Chief is the Operations Chief. The Emergency Operations Center will be staffed in accordance with the City Emergency Operations Plan.

c. Operational Phases and Plan Activation

The four operational phases are Preparedness Phase, Increased Readiness Phase, Flood Emergency Phase, and Recovery Phase.

1) Preparedness Phase. This phase includes "readiness actions" such as reviewing plans, revising alert lists, and checking equipment and supplies. This phase also includes starting the annual periodic situation appraisal and reporting of hydrologic conditions.

a) By September 15 of each year:

- The Office of Emergency Services will annually conduct a review of the emergency organization to assure that it is current; and
- Each responsible department will review its flood plan and attachments.

b) By October 1, each responsible department will have completed the following actions:

- Inventory supplies and equipment, and initiate action to achieve readiness;
- Review flood plan and attachments and revise as appropriate;
- Forward revisions to the Office of Emergency Services (OES).
- Update emergency telephone numbers for vendors of critical resources.

c) By October 15, OES shall have taken the following actions

- Incorporate department revisions into the flood plan.

- d) By November 1, OES shall have published the revisions to the flood plan and distributed them to the Senior and Executive Staff as appropriate (those responsible for an emergency function).
- 2) Increased Readiness Phase. Actions to be taken as the probability of flooding appears likely to the City Manager/Management Section Chief (MSC).

a) Increased Readiness Phase Actions

The Increased Readiness Phase is designated by the MSC. He/she may establish a state of local increased flood readiness based on recommendation of the Public Works staff. Scheduled monitoring of weather and river conditions and forecasts will provide the signal for such recommendation, but unforeseen events can also provide the signal.

Once the MSC establishes a state of local increased readiness, all City emergency functions will begin executing the Increased Readiness Phase actions of their plans.

The Director of Emergency Preparedness (DEP) will inform the State of California OES, Coastal Region, via the Operational Area, when an Increased Readiness Phase (or any other phase) has begun. The MSC will ready the EOC for rapid activation.

b) Stepping Up the Level of Increased Readiness

The MSC may step up the level of readiness when the Public Works staff advises him/her of a high likelihood of flooding or when the MSC has other reasons to develop a higher degree of readiness. This step-up in readiness may include activating and staffing the EOC and accelerating increased readiness actions.

c) Spontaneous and Voluntary Evacuation

If spontaneous evacuation occurs, the MSC may provide support by City-directed resources.

The MSC has the option to advise voluntary evacuation of an area near an active flood, even if the area is not expected to become a life or health hazard. Residents of the area shall be given support by City-directed resources. This type of area is defined as a "flood area."

- 3) Flood Emergency Phase. Actions taken during the Emergency.

a) Flood Emergency Phase Actions

The Flood Emergency Phase is designated by the MSC.

The MSC may direct the Police Chief to issue a voluntary evacuation advisory, or advise him to order the evacuation of an area that is, or is expected to become, a life or health hazard through direct effects or indirect effects (such as loss of vital utilities) of a flood. This type of area is defined as an "evacuation area."

b) Evacuation of Residents

The MSC shall direct the Chief of Police to order an evacuation only after declaring a State of Local Emergency due to flood. The authority for ordering an evacuation is in Government Code 38791 (See Attachment 1).

Once the MSC declares a State of Local Emergency due to flood, all directors of departments with emergency functions will begin executing the Flood Emergency Phase Actions of their plans.

4) Recovery Phase. Actions to be taken following the emergency.

- a) All City department directors and chiefs will prepare after-action reports for the MSC.
- b) Individual disaster recovery assistance may be offered by the Federal Emergency Management Agency (FEMA). These may include Disaster Application Centers (DACs) established by the Federal Emergency Management Agency (FEMA) and the State of California OES to assist citizens with recovery activities. The City of San Jose will provide logistical support to the DACs. The type and degree of City staffing and support will depend upon the needs of the citizens and the direction of FEMA and State OES.
- c) At the termination of the local emergency, the MSC will appoint a designated representative for Public Assistance and a designated representative for Individual Assistance.
- d) Within 10 days all department directors will provide material for FEMA Schedule B claims to the City's designated representative for Public Assistance.
- e) All departments will continue all actions needed to return the community to pre-flood functioning.
- f) Public Works will coordinate with Risk Management and General Services to assure that the City maintains adequate flood insurance for all damaged buildings.
- g) All departments will cooperate with the designated representative for Public Assistance to assure that all City claims are properly filed to maximize reimbursement from FEMA and State OES.

- h) MSC will support FEMA and State OES in opening Disaster Application Centers (DACs), if needed, or work with the PIO and news media to publicize alternate methods of getting help through the Individual Assistance programs.

2. Fire and Rescue

a. Purpose

The purpose of the Fire and Rescue function is to provide rescue to persons who are trapped in a flooded area.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Fire Department

Supporting Agencies: Police Department
Department of Transportation
San Jose Prepared!
San Jose Search & Rescue (SAR)
Public Works Department

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Fire Department inventories rescue equipment as a matter of routine activity. Resource lists of boats and amphibious vehicles will be checked and revised as necessary.

2) Increased Readiness Phase

The Fire Department will mobilize boats and amphibious vehicles as appropriate. Attachment 4 lists flood rescue boats and similar resources.

3) Flood Emergency Phase Actions

The Fire Department will provide rescue to persons in inundated areas to the maximum extent possible, considering personnel safety. The Fire Department will utilize supporting agencies, as appropriate.

The Public Works Department and Transportation Department will provide available engineering support as necessary and will call upon the private sector when applicable.

3. Law Enforcement and Traffic Control (evacuation)

a. Purpose

The purpose of the Law Enforcement and Traffic Control function is to provide flood-related traffic control, to manage evacuation operations, and to maintain law and order during evacuation operations and in evacuated areas (see Attachment 6).

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Police Department

Supporting Agencies: Department of Transportation
Public Works Department

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Police Department will review its flood emergency plans, including evacuation routes and traffic control points, and revise them as necessary. The Police Mobile Command Post and mobile radio station/DUI vehicle should be inspected for readiness.

2) Increased Readiness Phase Actions

The Police Department will prepare to activate the Traffic Control Plan (Attachment 5, Section V).

3) Flood Emergency Phase Actions

The Police Chief is responsible for all evacuation functions. In the event evacuation operations are required, s/he reports directly to the Operations Chief. The Operations Chief will keep the PIO and Situation Analysis staff informed of street closures and traffic routings.

The Police Department, coordinating with Transportation for personnel and barricades, will activate the Traffic Control Plan (Attachment 5, Sections V-VI).

The Police Department will control the operations of privately owned boats and vehicles in flooded areas (See Attachment 56, Section II).

The Police Department will allow no unauthorized persons to enter or return to a flooded or sealed off area without permission of the Police field commander (See Attachment 5, Section I). The Police Department will establish a Mobile Command Post close to the flooded area if necessary or as directed by the Operations Chief.

At the order of the Police Chief, the Logistics Section Chief will arrange evacuee transportation by bus from Assembly Points to Congregate Care Centers coordinating with the Santa Clara Valley Transportation Authority. The Police Department will provide support and escort service as necessary. (See Attachment 6 - Assembly Points, and Attachment 7 - Congregate Care Centers.)

4. Medical Operations

This is a County function. A Medical Liaison position may be activated by the Operations Chief.

5. Medical Examiner/Coroner

This is a County function. A Coroner Liaison may be activated by the Operations Chief.

6. Public Health

This is a County function. A Public Health Liaison may be activated by the Logistics Chief.

7. Care And Shelter

a. Purpose

The purpose of the Care and Shelter function is to provide congregate care and shelter for San Jose residents affected by potential or actual flooding.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Parks, Recreation & Neighborhood Services

Supporting Agencies: American Red Cross (Federal Mandate)
General Services Department
School Districts
Santa Clara County, Department of Health
Employee Services Department
Airport

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Care and Shelter Branch Director (CSBD) will review shelter plans and alert lists, establish liaison with supporting agencies to review agreements and confirm facility availability (See Attachment 7, Congregate Care Centers).

2) Increased Readiness Phase Actions

The CSBD will advise his/her staff and supporting agency liaisons of the situation, including potential need for congregate care facilities. S/he will provide

his/her staff with shelter management refresher training. S/he will establish communications and coordinate all activity with the liaison appointed by the American Red Cross, Santa Clara Valley Chapter. S/he will alert the Damage Assessment Branch of anticipated manpower needs for structural inspection and health support activities.

3) Flood Emergency Phase Actions

The CSBD will alert and mobilize staff and supporting agencies as necessary. S/he will open congregate care centers and/or shelters in accordance with the agreement with the American Red Cross as directed by the Operations Chief. S/he may request manpower support, if necessary, from the Personnel Unit, including bilingual staff and extra staffing.

The CSBD shall request sanitation, health and/or facility inspections and support from Public Health Liaison.

The CSBD shall request the PIO to create announcements and/or informational pamphlets that would benefit evacuees requiring shelter.

4) Recovery Phase Actions

The CSBD will assist the American Red Cross in closing congregate care centers and/or shelters.

8. Construction and Engineering (Flood Fighting)

a. Purpose

The purpose of the Construction & Engineering (Flood Fighting) function is to plan, direct, and provide flood fighting.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Public Works Department

Supporting Agencies: Department of Transportation
Private Sector
Independent Contractors
Fire Department
Environmental Services
SCVWD

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

- a) The Director of Transportation will inventory the sand stockpile and sandbags and replenish if necessary.
- b) Public Works will coordinate with SCVWD regarding flood control improvements recently made.
- c) Public Works will review with SCVWD areas of potential flooding that are still of concern and make appropriate response plans.
- d) Public Works will begin monitoring the status of the reservoirs and the tides and continue during the entire rainy season.

2) Increased Readiness Phase Actions

The Directors of Public Works and Transportation will coordinate regarding potential need for sandbagging. Transportation personnel will fill sandbags in anticipation of needs. Sandbags will be loaded onto trucks in anticipation of immediate and clearly identified needs. City staff will coordinate with SCVWD regarding their placement of sandbag caches in the community.

3) Flood Emergency Phase Actions

- a) The Director of Transportation will implement his/her Alert and Mobilization Plan and implement general flood-fighting operations until a specific plan is developed.
- b) The Director of Public Works will activate the department plan to evacuate water caught behind outboard levees.
- c) The Personnel Unit Leader will coordinate the registration of volunteer forces, individuals, and groups and assist in their allocation and assignment.

4) Recovery Phase Actions

The Director of Transportation will have sandbags removed from public property and restore areas.

C. PLANNING/INTELLIGENCE SECTION

1. Situation Analysis

a. Purpose

The purpose of Situation Analysis is to use information from Public Works, NSW and SCVWD to determine if a flood is impending, and to forecast the time of its occurrence and magnitude as a basis for recommendations to the MSC. Public Works engineering staff and field inspection teams will be key members of the team. Fire Department companies conducting water level reconnaissance will provide timely local information.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Department of Planning, Building and Code Enforcement

Supporting Agencies: Department of Public Works
Department of Transportation
Fire Department
General Services Department
Environmental Services Department, WPCP
Santa Clara Valley Water District (SCVWD)
National Weather Service (NWS)
RACES

c. Operational Phases and Plan Activation

1) Preparedness Phase Actions

The Director of Public Works will obtain inspection and/or status reports from owners of dams and levees protecting San Jose.

During rainy periods the Director of Public Works will request the Santa Clara Valley Water District (SCVWD) to inform him/her of current and expected hydrologic conditions which could lead to flood events.

2) Increased Readiness Phase Actions

High Water Alarms are installed on Guadalupe River and Coyote River bridge piers and at Hillsdale Avenue and River Street at St. John.

The Director of Public Works will utilize high water reports along with reports from Santa Clara Valley Water District (SCVWD), National Weather Service (NWS), and City field staff. When the Situation Analysis of hydrologic data indicates a high likelihood of flooding in San Jose, the Director of Public Works will immediately inform the DEP with a status report and a recommendation for action. The DEP will contact the MSC for permission to open the EOC. The Director of Public Works will also inform Police, Fire, Transportation, General

Services, and any other support department. OES may relay the report via the Operational Area to the State OES, Coastal Region office, when appropriate.

3) Flood Emergency Phase Actions

- a) When flooding is imminent or evident, the Director of Public Works will conduct an investigation and analysis to identify the sources and flow rates of floodwaters and shall report the results promptly to the MSC with recommendations for action.
- b) The MSC may declare a State of Local Emergency due to flood.
- c) The Recovery Branch Director evaluates the need for debris removal from public and private property, and begins working with City departments and the Logistics Section to organize staffing, rollout bins, and equipment.
- d) The Plans Chief evaluates the need for temporary housing and coordinates with Care and Shelter Section and Housing Department.
- e) The Plans Chief evaluates the need for utility repairs and coordinates with Construction & Engineering through the Utility Unit.
- f) The Plans Chief evaluates the need for repairs to major public facilities and coordinates with Construction & Engineering.
- g) The Recovery Branch Director reviews the disaster damage assessment information and takes any steps that will hasten community recovery.

4) Recovery Phase Actions

The Department of Planning, Building & Code Enforcement (PB&CE) will develop an abbreviated inspection and permitting process when appropriate to the disaster, and provide assistance to residents needing disaster-recovery work. PB&CE may request the City Council to reduce or waive fees, where appropriate.

D. LOGISTICS SECTION

1. Logistics Chief

a. Purpose

The purpose of the Logistics function is to plan, direct, and provide logistical support to the emergency response and recovery operations.

b. Organization – Responsible and Supporting Agencies

Responsible Agency: General Services

Supporting Agencies: Police Department
Fire Department
Department of Transportation
Environmental Services Department
SCVWD

c. Operational Phases and Plan Activation

1) Preparedness Phase Action

- a) The Director of General Services will inventory emergency response equipment in City stocks and coordinate with user departments to be sure supplies are adequate.
- b) The Director of General Services will update emergency telephone numbers of vendors of critical resources.

2) Increased Readiness Phase Action

The Director of General Services will confirm the adequacy of stockpile supplies with user departments.

3) Flood Emergency Phase Action

The Director of General Services will respond to the EOC as required, and mobilize departmental personnel according to the GSA procedure, in support of the Logistics Section.

4) Recovery Phase Actions

- a) The Director of General Services will coordinate with other departments to restock depleted supplies.
- b) The Director of General Services will assist the designated representative for Public Assistance to ensure that appropriate documentation is provided for reimbursement by FEMA and State OES.

2. IT/Telecommunications

a. Purpose

The purpose of the IT/Telecommunications function is to ensure that adequate radio telecommunications, computer and network resources are available during a flood.

b. Organization - Responsible and Supporting Agencies

Responsible Agency: Information Technology/Fire Communications

Supporting Agencies: Police Communications
Department of Transportation
RACES
Information Technology
San Jose Search & Rescue

c. Operational Phases and Plan Activation

1) Preparedness Phase Action

Emergency communications equipment which is not in day-to-day use will be checked monthly from October through March.

The Office of Emergency Services (OES) staff will check telephones and radios at the EOC and report any problems to Systems Control.

Emergency telephones and radios not located in the EOC will be tested by the responsible department. Inoperable equipment will be repaired and returned to service as soon as possible.

2) Flood Emergency Phase Action

The on-duty Fire and/or Police Communications Shift supervisor will confer with the Fire and/or Police Incident Commander, or on-call Communications Management staff regarding EOC activation. The Communications Shift supervisor will contact the DEP, if necessary, regarding the level of EOC activation.

The on-duty Fire and Police Communications supervisor will coordinate activation of the EOC at the appropriate level.

Communications resources to be considered, regardless of the level of EOC activation, include:

- Open the Department of Transportation Dispatch Center
- San Jose RACES
- San Jose Search & Rescue Communications Van

- Police Mobile Command Post and/or Mobile Radio Station/DUI vehicle
- Fire command Post Support Vehicle
- IT Communications Manager:
 - ✓ Will distribute communications equipment (pagers, radios, cellular phones) if required and if available.
 - ✓ Will contact IT representative (on-call list), if necessary.

The DEP will coordinate with the PIO to script and record an appropriate message on 277-4000, in appropriate languages. At the direction of the MSC, 277-4000 may become a staffed answering point, using City staff from the Neighborhood Development Center and/or Police Communications. The operators will respond to public inquiries. Requests to the Public Information Officer (PIO) for information from the news media will be forwarded appropriately, and their media line may be activated and publicized.

E FINANCE SECTION

1. Finance Section Chief is the Director of Finance.

c. Purpose

The role of the Finance Section Chief is to ensure that all flood-related expenses are accounted for, and that federal and state reimbursement is obtained.

d. Organization

Finance representation may be provided in person or electronically.

2. Operational Phases and Plan Activation

a. Preparedness Phase

- 1) By October 1 of each year Finance will review and update the reimbursement manual to ensure compliance with federal and state reimbursement guidelines.
- 2) By October 15 a new/revised manual will be prepared, if needed. One copy will be provided to each EOC Section Chief and the MSC.
- 3) By October 15 Risk Management will review all flood insurance policies for City-owned buildings previously damaged by floods and ensure that the policies meet minimum FEMA standards for coverage.

b. Flood Emergency Phase

- 1) Support EOC operation as outlined in City Emergency Operations Plan (EOP)
- 2) Appoint an individual to serve as the point of contact for financial tracking.

e. Recovery Phase

- 1) Coordinate all financial recovery from FEMA and state with the designated representatives for Public Assistance for Individual Assistance.
- 2) Assist the designated representatives with all paperwork and form filing for reimbursement to the City of San Jose.
- 3) Risk Management will acquire flood insurance policies for all damaged City-owned buildings.

KEY FACILITIES

**ALVISO AREA BUSINESSES
SPECIAL SECURITY PRECAUTIONS**

ALVISO COMMUNITY POLICING CENTER

1060 Taylor Street, Alviso

(408) 934-1520

Monday, Wednesday & Friday – 10:00 AM – 3:00 PM

Tuesday & Thursday 4:00 PM – 9:00 PM

Saturday 10:00 AM – 6:00 PM

ALVISO HEALTH CENTER

1621 Gold Street

(408) 935-3949

This Center has a large amount of medical and office equipment.

- Chief Executive Officer - Ignacio Perez, x3906
- General Services (Security) - Ignacio Perez, x3906
- Clinic Coordinator - Esperanza Rojas, x3926

MARINA MARKET

Vavir Sangha (Owner)

1269 State Street

Alviso, CA 95002

(408) 262-8931

ALVISO BOAT DOCK (General Store)

Robert & Norma Perkins (Owners)

1160 Taylor Street

Alviso, CA 95002

(408) 262-3885

VAHL'S RESTAURANT

1513 El Dorado Street

Alviso, CA 95002

(408) 262-0731

| FACILITIES/UNIQUE INSTITUTIONS IN ALVISO AREA | PHONE # | MAP GRIDS # |
|--|--|------------------------|
| FIRE STATION #25 1590 Gold Street Alviso | 277-4625 | 29-81 |
| WATER POLLUTION CONTROL PLANT 700 Los Esteros Road San Jose, CA 95134 | 945-5300 | 33--82 |
| ALVISO HEALTH CARE 1621 Gold Street Alviso, CA 95002 | 935-3949 | 29-81 |
| SANTA CLARA UNIFIED SCHOOL DISTRICT 1889 Lawrence Road Santa Clara (408) 983-2000 or (408) 423-2000 | Andy Wirt, Facilities Work: 423-2057 Cell: 210-2283 Home: 978-1874 | 27-71 |
| GEORGE MAYNE ELEMENTARY SCHOOL 1490 Taylor Street Alviso, CA 95002 408) 262-3600 | Andy Wirt, Facilities Work: 423-2057 Pager: 381-0726 Home: 978-1874 | 30-80 |
| AGNEWS DEVELOPMENT CENTER 3500 Zanker Road San Jose, CA 95134 | 451-6198 | 32-76 |

MOBILE HOME PARK MANAGEMENT

| | | | |
|--------------------------|-----------------|------------------------------|----------------------|
| MOBILE HOME PARKS | CONTACTS | EMERGENCY NUMBERS | MAP GRIDS |
|--------------------------|-----------------|------------------------------|----------------------|

| | | | |
|--|---|--|-------|
| CALIFORNIA REAL ESTATE MANAGEMENT GROUP 1610 W. Campbell Ave. Campbell, CA 379-9335 | Sarah Gray, Executive Vice President | 379-9335 | 27-61 |
| GOLDEN WHEEL 1450 Oakland Road San Jose, CA 95112 453-3575 | Manager Brian and Mary Hesselbach | 453-3575 | 39-73 |
| LAMPLIGHTER MOBILE HOME 4201 North First Street San Jose, CA 95134 Office: 321-9331 Fax: 321-9339 | District Manager Diana Hauck, Sweet Valencia Assistant Manager Sarah Medina Maintenance Robert Prumsky | 697-6920 Pager: 679-4687 | 31-79 |
| OAK CREST ESTATES 4271 North First Street San Jose, CA 95134 321-9499 321-9344 (fax) | Manager Tom & Lee Kalich | 24-Hour: 321-9499 | 31-79 |
| RIVERBEND FAMILY PARK 1358 Oakland Road San Jose, CA 95112 453-5666 453-5626) Fax) | Manager Betty Engles | 24-Hour: 453-5666 | 39-73 |
| SOUTH BAY MOBILE HOME PARK 1350 Oakland Road San Jose, CA 95112 453-8131 | Manager Genevieve Lozano | 24-Hour: 453-8131 | 39-73 |
| SUMMERSET MOBILE ESTATES 2052 Gold Street Alviso, CA 95002 946-1990 946-4072 (Fax) | Resident Manager: Jeff Holder Space 19 | Office: 946-1990 Home: 262-4217 (unlisted) | 29-80 |
| TRAILER TEL 1212 Oakland Road San Jose, CA 95112 453-3535 453-5331 | Resident Manager: Bruce Ashmore | 24-Hour: 453-3535 | 39-72 |

| | | | |
|--------------------------|-----------------|--------------------------|------------------|
| MOBILE HOME PARKS | CONTACTS | EMERGENCY NUMBERS | MAP GRIDS |
|--------------------------|-----------------|--------------------------|------------------|

| | | | |
|---|---|--------------------------------------|-------|
| VILLAGE OF THE FOUR SEASONS FAMILY MOBILE HOME PARK 200 Ford Road San Jose, CA 95138 225-7255 225-8484 (Fax) | Managers Jennifer Beynon | 24-Hours: 225-7255 | 50-55 |
| WEST WIND MOBILE HOME PARK 500 Nicholson Lane San Jose, CA 95134 432-7440 432-1526 (Fax) | Managers: Mark Vandertiuity Maintenance: John Baitz | 24-Hour: 432-7440 667-4006 | 33-79 |

COMMUNICATIONS PROCEDURE

PROCEDURE: GOLD STREET BRIDGE AT GUADALUPE RIVER

DATE: 11/1/06

NOTE: High water monitor is located at the Gold St. Bridge over the Guadalupe River in Alviso. High water level activates the alarm at Fire Department Systems Control (x8956).

INSTRUCTIONS

1. High water is recorded by the MONITOR at the Gold St. Bridge.
2. The monitor activates the alarm at Systems Control at x8956.

PROCEDURE

1. Fire Communications dispatches a Fire unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - 535-8499
 - 2) Joe Vafa Work # - 998-6191
- b. Notify the Santa Clara Valley Water District
 - 1) Operations Center (open 24/7) on duty Operator: 395-9309
 - 2) County Communications – (408) 299-2501
- c. Notify the On-Duty Department of Transportation Supervisor.

TEST PROTOCOL:

5. Notification Contact List Update / Verification
 - a) City Department to update and publish October 15/annually.
 - i) Instrumentation Testing Procedure
 - (1) Water Level Instrumentation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - ii) Santa Clara Valley Water District to perform test communication with Monitor:
 - (1) Judy Nam, 408-265-2607, ext. 2747
 - (2) Jeff Micko, 408-265-2607, ext. 2548
 - b) Monitor/Alarm Activation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - i) City Department to perform test, verify alarm notification contacts:
 - (1) Systems Control at x8956

COMMUNICATIONS PROCEDURE

**PROCEDURE: GUADALUPE RIVER HIGH WATER - ALARM - HILLSDALE AVENUE
AT OLD ALMADEN**

DATE: 11/1/06

NOTE: High water monitor is located at the Hillsdale Avenue Bridge over the Guadalupe Road at Old Almaden Road and Hillsdale Avenue. High water level activates the alarm in Fire Department Systems Control (x8956).

INSTRUCTIONS

1. High water is recorded by the MONITOR at the Hillsdale Avenue Bridge.
2. The monitor activates the ALARM at Systems Control at X8956.

PROCEDURE

1. Fire Communications dispatches a Fire unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - 535-8499
 - 2) Joe Vafa Work # -998--6191
- b. Notify the Santa Clara Valley Water District
 - 1) Operations Center (open 24/7) on duty Operator: 395-9309
 - 2) County Communications – (408) 299-2501
- c. Notify the On-Duty Department of Transportation Supervisor.

TEST PROTOCOL:

5. Notification Contact List Update / Verification
 - a) City Department to update and publish October 15/annually.
 - i) Instrumentation Testing Procedure
 - (1) Water Level Instrumentation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - ii) Santa Clara Valley Water District to perform test communication with Monitor:
 - (1) Judy Nam, 408-265-2607, ext. 2747
 - (2) Jeff Micko, 408-265-2607, ext. 2548
 - b) Monitor/Alarm Activation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - i) City Department to perform test, verify alarm notification contacts:
 - (1) Systems Control at x8956

COMMUNICATIONS PROCEDURE

PROCEDURE: GUADALUPE RIVER HIGH WATER - ALARM - RIVER STREET AND ST. JOHN

DATE: 11/1/06

NOTE: High water monitor is located at River Street and St. John. High water level activates the alarm in systems control.

INSTRUCTIONS

1. High water is recorded by the MONITOR at the River Street and St. John.
2. The monitor activates the ALARM at Systems Control x8956.

PROCEDURE

1. Fire Communications dispatches a Fire Unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - 535-8499
 - 2) Joe Vafa Work # -998--6191
- b. Notify the Santa Clara Valley Water District
 - 1) Operations Center (open 24/7) on duty Operator: 395-9309
 - 2) County Communications – (408) 299-2501
- c. Notify the On-Duty Department of Transportation Supervisor.

TEST PROTOCOL:

5. Notification Contact List Update / Verification

- a) City Department to update and publish October 15/annually.
 - i) Instrumentation Testing Procedure
 - (1) Water Level Instrumentation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - ii) Santa Clara Valley Water District to perform test communication with Monitor:
 - (1) Judy Nam, 408-265-2607, ext. 2747
 - (2) Jeff Micko, 408-265-2607, ext. 2548
- b) Monitor/Alarm Activation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - i) City Department to perform test, verify alarm notification contacts:
 - (1) Systems Control at x8956

COMMUNICATIONS PROCEDURE

PROCEDURE: COYOTE CREEK HIGH WATER – ALARM MONTAGUE BRIDGE OVER COYOTE CREEK

DATE: 11/1/06

NOTE: High water monitor is located at the Montague Bridge over the Coyote Creek.. High water level activates the alarm at Fire Department Systems Control (x8956).

INSTRUCTIONS

1. High water is recorded by the MONITOR at the Montague. Bridge.
2. The monitor activates the alarm at Systems Control at x8956.

PROCEDURE

1. Fire Communications dispatches a Fire unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - 535-8499
 - 2) Joe Vafa Work # - 998-6191
- b. Notify the Santa Clara Valley Water District
 - 1) Operations Center (open 24/7) on duty Operator: 395-9309
 - 2) County Communications – (408) 299-2501
- c. Notify the On-Duty Department of Transportation Supervisor.

TEST PROTOCOL:

5. Notification Contact List Update / Verification

- a) City Department to update and publish October 15/annually.
 - i) Instrumentation Testing Procedure
 - (1) Water Level Instrumentation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - ii) Santa Clara Valley Water District to perform test communication with Monitor:
 - (1) Judy Nam, 408-265-2607, ext. 2747
 - (2) Jeff Micko, 408-265-2607, ext. 2548
- b) Monitor/Alarm Activation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - i) City Department to perform test, verify alarm notification contacts:
 - (1) Systems Control at x8956

PIO SAMPLE MESSAGES

**FLOOD DISASTER
HEALTH INSTRUCTIONS FOR RETURNEES**

WATER

Contaminated water can make you very sick.

SAN JOSE CITY WATER

Most of Alviso is on "City" water. This system remained under pressure during the flood and should be safe to use. Run the water from the tap for about five (5) minutes before using.

FOOD

If you eat contaminated food, you can get very sick.

Throw away all the food that is in the refrigerators and freezers and all packaged foods that are submerged. (The City will provide garbage bins for this purpose.)

Do not use any canned food until the labels are removed and the cans have been thoroughly scrubbed with a strong detergent; rinse the cans in a solution of household bleach (one cup to a bucket of water) and allow to air dry before opening. If you can't do this, throw the canned food out.

Do not attempt to save any food or beverage that is in screw top or pop top containers. These containers cannot be sanitized.

CLOTHING

Do not wear or use any submerged clothing or bedding until it has been laundered in hot water or dry cleaned.

EXAMPLE

EL DESASTRE DE INUNDACION

INSTRUCCIONES DE SALUD PARA LAS PERSONAS QUE REGRESAN

AGUA

Agua contaminada le puede hacer daño.

EL AGUA DE LA CIUDAD DE SAN JOSÉ

Casi toda la agua de Alviso es agua de el systema de la "Cuidad." Este sistema mantuvo su presión durante la inundacion, y se puede usar para tomar. Deje correr agua por unos cinco (5) minutos antes de usarla.

COMIDAS

Si usted come comida contaminada se puede enfermar.

Tiré todos los alimentos que estaban en el refrigerador o congeladores y toda la comida de paquete que estuvo sumergida. (La Cuidad tendra botes o tanques de basura para tirar estas comidas contaminadas.)

No use ninguna comida enlatada hasta que la etiqueta alla sido removida y el bota halla sido lavado con un fuerte jabón y enjuagdo con Cloro (una taza de Cloro con cada balde). Deje que el aire seque el bote, antes de abrirlo. Si no puede hacer todo esto tirelo a la basura.

No trate de guardar o usar ninguna clase de alimentos o botellas que tengan tapas de rosca. Con estos botes o botellas no se puede garantizar la limpieza y salubridad.

ROPAS

No lleve ropa que haya sido sumergida, ni ropa de cama hasta que hallan sido lavadas en agua caliente o hallan sido mandado a la tintoreria.

EXAMPLE

WARNING!

IT IS STILL EXTREMELY **DANGEROUS** TO ENTER INTO FLOODED AREAS!

ENTER AT YOUR OWN RISK

SOME OF THE DANGERS ARE:

- LEAKING GAS (DO NOT TURN ON GAS MAINS)
- SNAKES, VERMIN, RODENTS AND SPIDERS
- UNCOVERED MANHOLES
- FLOATING DEBRIS, INCLUDING RAW SEWAGE, SHARP OBJECTS AND OTHER DANGEROUS MATERIALS
- POTENTIAL STRUCTURE DAMAGE
- CONTAMINATED FOOD
- NO AMBULANCE RESPONSE
- OTHER FLOOD RELATED DANGEROUS CONDITIONS

WHILE IN THE AREA:

- **DO NOT** SMOKE OR HAVE AN OPEN FLAME OF ANY KIND
- ENTER **ONLY** YOUR OWN HOME
- **DO NOT** REMAIN IN YOUR HOME AFTER 4:00 P.M. UNLESS OTHERWISE ADVISED BY POLICE OR FIRE DEPARTMENTS

NOTE: NO ELECTRICITY PRESENTLY IN AREA!

EXAMPLE

ADVERTENCIA

ES EXTREMAMENTE PELIGROSO ENTRAR A LA AREA DE INUNDACION!

ENTRE A SU PROPIO RIESGO

ALGUNOS DE LOS PELIGROS SON

- ESCAPE DE GAS (NO PONGA EN OPERACION LA LLAVE PRINCIPAL)
- CULEBRAS, INSECTOS PARÁSITOS, RATAS, ROEDORES, Y ARANAS
- ENTRADA DE POSOS SIN CUBIERTA
- BASURA FLOTANDO EN LAS AGUAS, INCLUSIVE DESAGUE O DRENAJE SIN PURIFICACIÓN, Y OTROS MATERIALES DE PELIGRO
- DAÑO POTENCIAL DE ESTRUCTURAS
- COMESTIBLES CONTAMINADOS
- NO SE RESPONDERA AL LLAMADO DE AMBULANCIAS
- OTRAS CONDICIONES PELIGROSAS CON RELACION A LA INUNDACION

POR FAVOR

- **NO FUME** O TENGA CUALQUIER TIPO DE LLAMA ENCENDIDA
- LA ENTRADA SERA SOLO POR SU CASA Ó HABITACION
- **NO PERMANESCA** EN SU HOGAR DESPUES DE LAS 4:00 P.M. A MENOS QUE LA POLICIA O EL CUERPO DE BOMBEROS LE DE DIFERENTES INSTRUCCIONES

NOTA: POR AHORA NO EXISTE ELECTRICIDAD EN LA AREA!

EXAMPLE
CITY OF SAN JOSE
WELFARE AND CONGREGATE CARE

DATE: _____

DISASTER KIT FOR FLOOD

Bring the following with you if possible:

- Sleeping bag, or warm blankets
- Hygiene items: Medication, vitamins, soap, towels, toothbrush, etc.
- Personal identification, checkbook
- Extra warm clothing, boots
- Flashlight and transistor radio
- Extra eyeglasses

Have these items ready in case you have to move fast. Remain calm and follow directions of evacuation personnel!

PLEASE TRY TO FIND SHELTER WITH FRIENDS OR RELATIVES; RED CROSS WILL OPERATE SHELTER AT LOCATIONS TO BE ANNOUNCED.

EXAMPLE

CUIDAD DE SAN JOSÉ

ASISTENCIA PUBLICA Y CONGREGAR CUSTODIA

FECHA: _____

Traiga estas cosas si es posible:

- Colcha-cama o colchas calientes
- Cosas de higiene: Medicacion, vitaminas, toallas, cepillo de dientes, etc.
- Identificación personal/licencia, talonario de cheques
- Suplementario de ropa caliente, botas
- Linterna y radio transistor
- Adicional antiojos

Tenga estas cosas listas en caso si tienen que salir rápidamente. Quedese calmado y sigue las instrucciones de el personal de evacuación.

RESOURCES AVAILABLE FOR FLOODING EMERGENCIES

| ITEM | NUMBER | DESCRIPTION | CONTACT/LOCATION |
|-------|--------|--|---|
| BOATS | 4 | Avon-type inflatable w/motors and trailers (all boats will be delivered with operators). | Search & Rescue Phil Emory Pager # 589-2048 745-6169 (home) |
| | 1 | 21' Patrol Boat with 150HP | Santa Clara County Parks & Recreation – 355-2200 Almaden Lake Supervisor Alex Pearson, office - 277-5136 cell - 690-2752 Lake Cunningham Supervisor Bill Guraro , office - 531-9221 cell - 421-0790 Call County Comm, Sheriff Dispatch Center - 299-3233 |
| | 5 | Fiberglass 17' Boston Whalers | |
| | 3 | Fiberglass 13' Boston Whalers | |
| | 1 | Aluminum 12' Skiff | |
| | 1 | Inflatable Boat | |
| | 1 | 17' Boston Whaler w/50 HP Engine | Team San Jose Convention, Arts & Ent. Jerry Vontress, office - 792-4521 cell - 318-0038 |
| | 1 | 12' Livingston w/15 HP & Trailer | |
| | 6 | Rowboats, Lake Cunningham | |
| | 3 | Canoes | Mike Will – 277-5136 |
| | 1 | <u>Lake Almaden</u> 12" Livingston w/15HP w Trailer | |
| | 1 | 17' Boston Whaler 55HP w Trailer | |
| | 2 | Four-man Aluminum Boats | |
| | 1 | 14' inflatable boat 9hp on trailer | |
| | 4 | 18' Flat Bottom Boats w/5 HP Motor | WPCP, Maintenance Ron Garner Dale Ihrke 24 Hours - 945-5300 |
| | 1 | 18' Flat Bottom Boat/25 HP Motor | |
| | 1 | Out-Board Motor Boat | Bay Bird Observatory 12 90 Hope Street Alviso, CA Peg Woodin, Janet Hanson Office # - 946-6548 Peg Woodin - 24 hr # - 262-6204 Janet Hanson - Home # - (650) 851-2026 Lou Young - (408) 252-2145 |
| | 1 | 13 1/2' Inflatable Boat on Trailer w/25 HP | |
| | 1 | 13 1/2' Inflatable Boat on Trailer w/15 HP | |

| ITEM | NUMBER | DESCRIPTION | CONTACT/LOCATION |
|-------------------|-----------------|--|---|
| BOATS (Cont) | 2 1 | Aluminum Boats Boston Whaler | SCVWD Rinconada Water Treatment plant (RWTP) - 395-8121 Darrell Williams - 265-2607, x2405 (Aluminum Boats) James Scott - 265-2607, x2119 (Boston Whaler) |
| CELLULAR PHONES | | Provide cellular phone numbers & service | Call Information Technology (On Call List) – to obtain additional cellular phones for emergency use. |
| DIVERS | 12-Person Team | Twelve-person SCUBA Team responds w/power boat & equipment van | Santa Clara County Frank Damiano 808-4764 Sheriffs Department Search & Rescue – 808-4570 24-Hr: OP CTR – 808-4410 |
| FOOD | | Checking account to \$1,000 (Any amount in an emergency) | City of San Jose Purchasing Gay Gale, 535-7054 |
| LIFE JACKETS | 100 | Life Jackets | Mel Cotton's Camping Equipment Jay LaRussa - 287-5994, X26 (Normal Hours) |
| PORTABLE TOILETS | | Portable toilets, two hours maximum response time | Acme & Sons Sanitation 1880 S. Seventh Street San Jose, CA 295-2263 (24-Hour #) |
| CAMPING EQUIPMENT | 60-70 20 | Cots Sleeping Bags (Cotton) Tents (Miscellaneous) Stoves, Lanterns, other camping equipment Battery Operated Handlights, Fresh Batteries | Mel Cotton's (Same as previous page) San Jose Fire Dept. Company Stores |

INUNDATION AREA ACCESS CONTROL AND SECURITY PLAN

DEPARTMENT: Police

CONTACT PERSON: Deputy Chief of BFO (277-4715)

I. GENERAL APPLICATIONS

- Notification of emergency warning or evacuation by City Manager.
- Chief of Police alerts Deputy Chief of Police, Bureau of Field Operations.
- Deputy Chief of Bureau of Field Operations mans Emergency Operations Center (EOC) police position. Designates a Captain to be the Police Tactical Operations Commander in the EOC and a Lieutenant or Sergeant to assist the Captain.
- Police Communications' supervisor maintains an activity log containing street closures, etc.
- The Captain (tactical operations commander) designates any Lieutenants, Sergeants, or Officers to assist in the EOC as needs dictate.
- Immediate area survey by the Area Commander (Field Lieutenant) who will have Special Operations Units available as a resource (i.e., Traffic Enforcement Unit and police helicopter - Air 2).
- Tactical Operations Commander utilizes flood readiness checklist and Police Bureau of Field Operations office personnel to make preliminary contact for equipment and other needs.
- Area survey report and further personnel designations and assignments.
- Assist fire department with emergency warning and area rescue. Evacuate the **AREA**.
- Provide traffic control and security for flood emergency area on a 24-hour basis, as appropriate.
- City Management makes decision, with Santa Clara Valley Water District CEO's input, to continue or discontinue operating pumps above Alviso based on EOP criteria.

II. WATERCRAFT AND RELATED EQUIPMENT

- Boats and vehicles will be operated by or under direct control of police or fire personnel at all times.
- All evacuations and security patrol equipment will be used and operated in a safe and expeditious manner.
- Special care will be taken by all personnel to prevent damage to area structures and temporary water diversion systems through improper equipment and vehicle usage.
- Boat and vehicle waves and wakes will be kept to an absolute minimum in critical areas.
- No personnel to be assigned to boat operations unless wearing a life jacket, and the determination that they can swim.
- A sufficient supply of additional outboard motors should be available. Repairs on malfunctioning boats and motors should be completed as soon as possible by the vender approved by the City Purchasing Department. (See Attachment 5 for resources/equipment.)

III. AIRCRAFT OPERATIONS

Air 2 Commander - Lieutenant J.R. Gamez: Work: 277-4099, Home: 776-3374, pager: 989-2164, cell phone: 690-9684
Sgt. Larry Ellsworth: Work: (650)960-0114, Home: (925) 415-0615,
Pager: 989-9391, Cell: 690-9794

Fixed-wing aircraft maintains four hours air time before refueling becomes necessary.

Helicopter maintains 2.5 hours air time before refueling becomes necessary.

A. Air 2 Applications

- Aerial surveillance as needed above the City.
- Communication capable with all surrounding agencies (Santa Clara Police via Fire channel only).
- Communication relay capable with agencies of difficult RT bands, i.e., simulcast with Sheriff, SJP, and CHP.
- Video downlink capabilities.
- Helicopter has public address systems capable of disseminating evacuation orders.
- Global positioning via satellites (GPS navigation) enabling helicopter to navigate to exact areas in case of massive power failure.

- On-board infra-red (FLIR) to look for and detect major leaks in dams or flooded areas not visible to the human eye.
- Thirty million candlepower floodlights.

B. Department of Justice Air Assets Program

Department of Justice (DOJ) maintains the following aircraft with pilots to lend to agencies during emergencies:

- Six fixed-wing aircraft
- Eleven light helicopters
- Sixteen heavy helicopters.

Requests may be made via Sacramento DOJ Office:

- Command Center 24-hour number: (916) 227-3244

IV. EQUIPMENT NEEDS

- A. Police Command Posts
- B. Flood Kit
 - 1. Citizen security passes and stamp
 - 2. Extended security passes - VIP
 - 3. Visitor log form
 - 4. Communications activity log form
 - 5. Assignment sheets
 - 6. Evacuation order
 - 7. North San Jose flood area maps - both aerial photos and copies
 - 8. Alviso area key facilities list - special security precautions
- C. Barricade Truck and Supplies
- D. Flares (additional in Central Warehouse)
- E. Department of Transportation
 - 1. Utility vehicles, 2½-ton trucks, etc.
 - 2. Portable toilets
- F. Purchasing Department
 - 1. Boats (life jackets)
 - 2. Rain gear (boots)
 - 3. Special lighting equipment
 - 4. Food service

V. TRAFFIC CONTROL PLANS

This traffic control contingency plan is provided as a general guideline only. Control points suggested herein are based on past history of water levels on specific roadways and subsequent traffic flow.

This plan covers three levels of manpower commitment, based on the severity of flooding.

A. Level One - flooding restricted to Alviso only

1. FREEWAY 237 AND GREAT AMERICA PARKWAY - no northbound traffic into Alviso (Santa Clara PD, CHP)
2. FREEWAY 237 AND LAFAYETTE - no northbound traffic into Alviso (Santa Clara PD, CHP)
3. FREEWAY 237 AND NORTH FIRST STREET - no northbound traffic into Alviso (SJPD - two officers); westbound 237 offramp (CHP, Caltrans)
4. HIGHWAY 237 AND ZANKER - no northbound traffic (SJPD, 2 officers); westbound 237 offramp (CHP, Caltrans)

B. Level Two - Highway 237 flooded

1. Westbound ramp closed on Highway 880 at 237 (Caltrans, CHP)
2. Eastbound Freeway 237 closed at Great America Parkway (Caltrans, CHP)
3. Northbound Lafayette closed at Yerba Buena Way (Santa Clara PD)
4. Northbound First Street closed at Tasman Drive (SJPD - two officers)
5. Northbound Zanker closed at Tasman Drive (SJPD - one officer)
6. Northbound First Street closed at Vista Montana (SJPD - one officer)

C. Level Three - Montague Expressway flooded

1. Westbound ramp closed on Freeway 880 southbound at Montague Expressway (Caltrans, CHP)
2. Westbound ramp closed on Freeway 880 northbound at Montague Expressway (Caltrans, CHP)
3. Westbound Montague Expressway closed at Old Oakland Road (Milpitas PD)
4. Westbound Montague Expressway closed at O'Toole Avenue - barricaded only

5. Eastbound Montague Expressway closed at Great America; route all traffic west on Montague Expressway to 101 (Santa Clara PD)
6. Montague Expressway and North First Street - no traffic north or east (CHP, County Transportation Agency)
7. Trimble Road and North First Street - no traffic north or east; route all traffic in large u-turns and return west on Trimble Road to Freeway 101 (SJPD - two officers)
8. Montague Expressway and Trimble Road - no traffic east on Montague Expressway (CHP, County Transportation Agency)
9. Charcot Avenue at North First Street - no traffic east on Charcot; no traffic North on First (SJPD - two officers)
10. East Brokaw Road at North First Street - no traffic east on Brokaw Road; no traffic north on First Street (SJPD - two officers)
11. Old Bayshore Road at North First Street - no traffic north on First Street (SJPD - two officers)
12. North First Street at Daggett Drive - no traffic eastbound; barricaded only (SJPD)
13. North First Street at Plumeria Drive - no traffic eastbound; barricaded only (SJPD)
14. North First Street at Bonaventura Drive - no traffic eastbound; barricaded only (SJPD)
15. North First Street at Component Drive - no traffic eastbound; barricaded only (SJPD)

In the past the most severe traffic control problems have occurred Monday through Friday during prime commute hours. From 0600 to 0900, and from 1430 to 1830 hours, every intersection identified above may require personnel as noted. During slack traffic periods the on-duty commander will be required to assess the situation and make adjustments as necessary. However, the general plan that has been successful in the past is to route morning commute traffic southbound on Freeway 880, and then northbound on US 101. In the evening traffic must be directed away from Freeway 237 south on Great America Parkway or Lafayette to US 101, then south to Freeway 880.

VI. OTHER AGENCY CONTACTS

- A. California National Guard
Office of Emergency Services must request the above services by calling the State OES 24-Hour Warning Patrol Center: (916) 845-8911
- B. California Highway Patrol: (707) 551-4102
- C. Milpitas Police Department: City x4155 / 263-1212
- D. Santa Clara County Sheriff's Office: City x4340 / 294-1334
- E. Santa Clara City Police Department: City x4740 / 615-4700; Dispatch: 615-5580
- F. Mobile Home Parks Management and Security Contact Persons (see Attachment 2).

VII. EVACUATION

When the evacuation order for any portion of the San Jose community has been given by the City Manager, the Police Department will assist Fire personnel in notification procedures by announcement of evacuation by public address systems from Air 2 and patrol vehicles. Final evacuation verification may be made on a door-to-door basis through both Fire and Police Departments.

Arrangements have been made with the mobile home parks in the north San Jose area for notification assistance by resident personnel (see Attachment 2).

ALVISO ASSEMBLY POINTS

| LOCATION | MAP GRIDS # |
|--|-------------|
| 1. SUMMERSET MOBILE ESTATES 2052 Gold Street Alviso, CA 95002 946-1900 | 29-80 |
| 2. GEORGE MAYNE SCHOOL* 1490 Taylor Street Alviso, CA 95002 262-3600 | 30-80 |
| 3. OAK CREST ESTATES* 4271 North First Street San Jose, CA 95134 321-9499 | 31-80 |
| 4. WEST WINDS MOBILE HOME PARK*3 295 Nicholson Lane San José, CA 432-7441 | 33-79 |
| 5. LAMPLIGHTER* 4201 North First Street San Jose, CA 95134 321-9331 | 31-79 |

*These locations are potentially floodable.

**POTENTIAL CONGREGATE CARE CENTERS
IN ALVISO**

| PUBLIC SCHOOLS | EMERGENCY NUMBERS | CAPACITY | MAP GRIDS |
|--|---|----------|-----------|
| 1. Eastside Union High School District Office 830 North Capitol Avenue San Jose, CA 95133 (408) 347-5000 | Chris Schroeder, Director of Safety Work: (408) 347-5332 Home: (408) 578-8170 Cell: (408) 590-1000 | | 43-74 |
| 2. Independence High School 1776 Education Park Drive San Jose, CA 95133 (408) 928-9500 John Duran, Assist. Principal Work: (408) 928-9520 Home: (408) 978-6023 Pager: (408) 690-2147 | John Nunez, Custodian Work: (408) 928-9612 Home: (408) 995-5110 Pager: (408) 347-7621 | 1,600 | 43-73 |
| 3. Piedmont Hills High School 1377 Piedmont Road San Jose, CA 95132 (408) 347-3800 Carol Blackerby, Principal Work: (408) 928-9520 Home: (408) 978-6023 Pager: (408) 690-2147 Richard Uribe, APA Work: (408) 347-3800 Home: (831) 636-0683 Cell: (408) 690-2153 | Jerry Rodriguez, Custodian Work: (408) 347-3824 Home: (408) 292-4596 Cell: (408) 590-1049 Juan Cruz, APED Work: (408) 347-3800 Home: (408) 270-2605 Cell: (408) 313-0473 | 1,600 | 44-77 |
| 4. James Lick High School 57 North White Road San Jose, CA 95127 (408) 347-4400 Bernie Olmos Principal Work: (408) 347-4410 Home: (408) 271-9192 Cell: (408) 836-1844 Vic Maestras, Assist. Principal Work: (408) 347-4430 Home: (408) 272-5566 Cell: (408) 690-2149 | Ruben Hernandez, Custodian Work: (408) 347-4514 Home: (408) 270-0233 Pager: (408) 888-7241 | 1,600 | 46-72 |
| | | | |

| PUBLIC SCHOOLS | EMERGENCY NUMBERS | CAPACITY | MAP GRIDS |
|---|---|----------|-----------|
| 5. Milpitas Sports Center 1325 E. Calaveras Blvd. Milpitas, CA 95035 Contact: Bonnie Greiner (408) 586-3225 First Point of contact: Americo Silvi – EOC Milpitas | Milpitas Police 24-Hour Dispatch Number: (408) 586-2400 (408) 586-2810 | 800 | 40-82 |

NASA Ames DART Water Rescue Team
24 Hour Emergency Contact Number: 1-650-604-5416

| | | | |
|---|-------------------------|---|--|
| Note: Estimated response times are expected to drop significantly with time or pre-notification | | | |
| Ready at Staging | | | |
| Business Hrs | Non Business Hrs | Personnel – Deployable to Local Area (Note – Volunteer Team So All May Not Be Available) | |
| 30 min | 1.5 hr | 2 | Team Leads – One in Pager Range at All Times |
| 1 hr | 2.5 hrs | 4 | Water Rescue Personnel |
| | | Team Training at OES Type 2 Swiftwater/Flood (Expected Completion by fall-2004) | |
| | | Team Regularly (More than 4 Times/Year) Trains in Guadalupe Slough/Lower Bay | |
| 1.5 hrs | 3.0 hrs | 4 | Support Personnel/Limited Amount of Training |
| Equipment Resources | | | |
| | | Main Staging Trailer (Uncommitted Response Assists) | |
| | | Approx. 12 Military Grade Dry Suits (with Insulation) | |
| | | Approx. 20 Large Exposure Suits | |
| Additional | | 1 | OES Type 2 Swiftwater Team Trailer (Expected Completion by End of 2004) |
| Prep/Transit Time | | 1 | Major Equipment Procedure and Staged in Trailer (Needs Final Organization) |
| Redwood City Marina | Moffett Fuel Dock | | |
| 2 hrs | 1 hr | 2 | Inflatable Boat |
| | | Stage in Type 2 Trailer | |
| | | 10' Avon Fire Rescue Boat | |
| | | 9.9 HP Motor with Prop Guard | |
| | | Estimated Max Speed of 12 kts | |
| | | Estimated Draft of 2 ft (Shallow Water Mode on Motor at 1 to 1.5 ft Draft) | |
| | | 2.5 or 5 Gallon Fuel Tank (Estimated Range 15 nm/30 nm) | |
| | | Capacity – 2 People for On Plan (Max Speed, 5 People for Slow Speed) | |
| | | Trailer Takes 2" Ball and 6 Pin Electric Connector | |
| | | Call Sign – "Firby 1" and "Firby 1" | |

| | | | | |
|-------|--------|---|------------------------------------|---|
| 2 hrs | 1 hr** | 1 | Rigid Inflatable Boats | Staged on Trailers |
| | | | | 5 Meter Atlantic Rigid Corp (Out of Business) |
| | | | | 70 HP Motor (Prop Guard Needs to Be Reinstalled) |
| | | | | Estimated Max Speed of 28 kts |
| | | | | Estimated Draft of 3ft |
| | | | | 18 Gallon Internal Fuel Tank with 5 Gallon Reserve (Estimated Range 100 nm) |
| | | | | Capacity – 6 to 8 People for On Plane |
| | | | | On Board Equipment – GPS, Spotlight, Medical Kit |
| | | | | Trailer Takes 2” Ball and 6 Pin Electric Connector |
| | | | | Call Sign – “One Back” and “Two Forward” |
| | | | | **High Tide Launch at Fuel Dock Only – Very Limited |
| 6 hr | 4 hr | 4 | Inflatable Boat with Plywood Floor | Stored in Long Term Storage |
| 5 hr | 3 hr | 2 | Life Boats | 4 Person Life Boats |
| 3 hr | | 1 | Boston Whaler | Staged with HAZMAT Team |
| | | | | 18’ Boston Whaler |
| | | | | 90 HP Motor |
| | | | | Estimated Max Speed of 25 kts |
| | | | | Estimated Draft of 4 ft |
| | | | | 2 – 6 Gallon Fuel Tank (Estimated Range 75 nm) |
| | | | | Capacity – 7 People/1415 lb |
| | | | | Rigged for Towing Oil Booms (Oil Booms in Storage) |
| | | | | Note: Very Limited Training with Resource |
| 4 hr | | 1 | Rigid Inflatable Boat | Staged with HAZMAT Team |
| | | | | 24’ Rigid Inflatable Boat |
| | | | | Volve Penta Diesel Motor |
| | | | | Estimated Max Speed of 30 kts |
| | | | | Estimated Draft of 5 ft |
| | | | | 30 Gallon Diesel Internal Fuel Tank with (Estimated Range 150 nm) |
| | | | | Capacity – 18 people |
| | | | | Note: Untested Resource |

ANNEX F

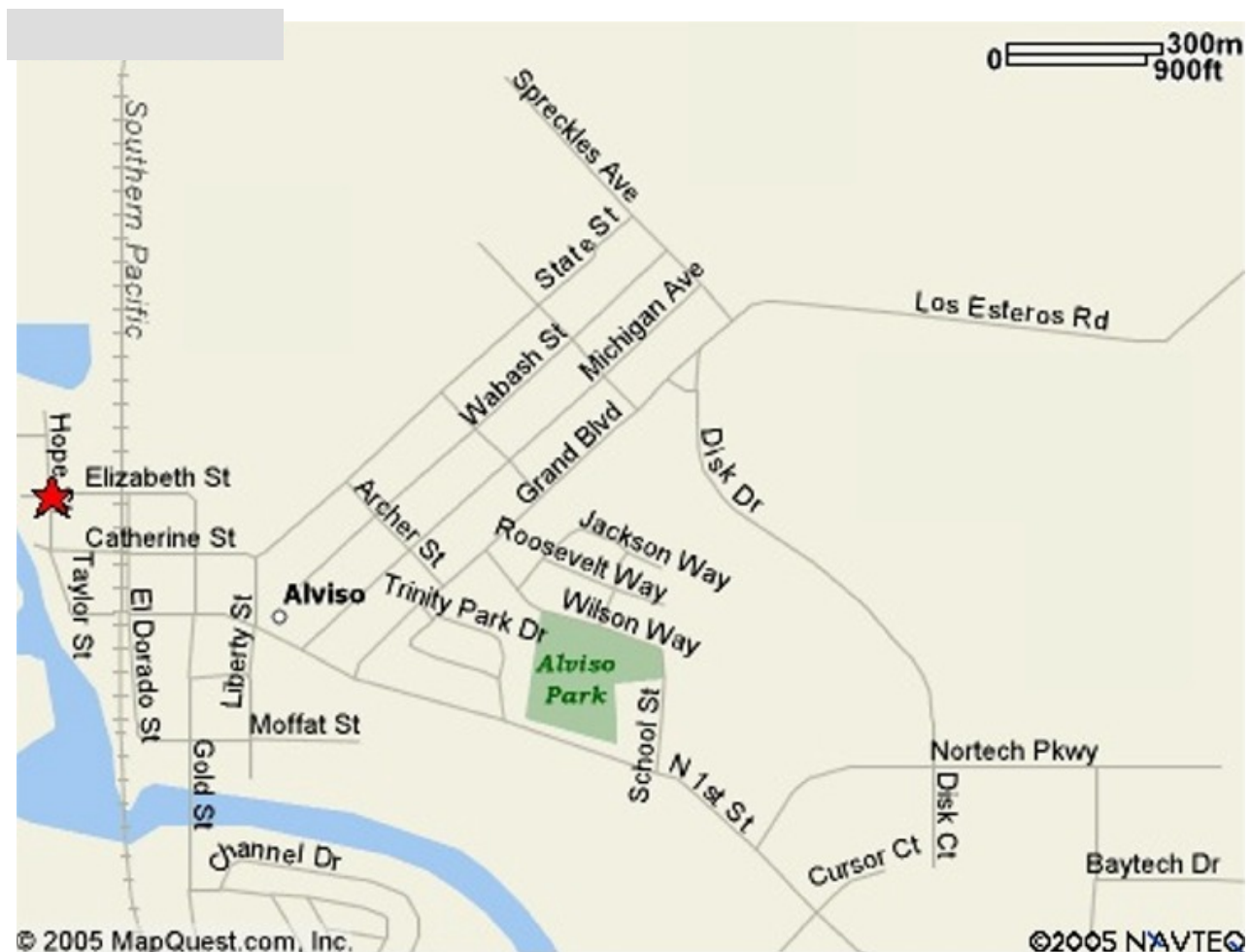
FLOOD PLAN:
Alviso-Specific Appendix

PURPOSE

The purpose of this annex is to prevent flooding and reduce loss of life, property and welfare of Alviso residents.

BACKGROUND HISTORY

Annex F, Flood Plan Alviso-Specific Appendix is needed because of the specific circumstances that causes Alviso to be highly susceptible to flooding. Over a hundred years ago, Alviso was a major shipping port, and after railways made the port less vital, the town was diked from the south bay to provide for salt production. Due to the heavy draw on the groundwater of San Jose, parts of Alviso h sunk to 13 feet below sea level. In addition, Alviso lies at the convergence of the Guadalupe and Coyote Creek watersheds. Consequently, Alviso is the lowest elevation in the south bay and is surrounded by water on all sides by levees and dikes. Most of Alviso has been flooded several times. The latest major flood event in 1983, was a result of breaks in the levee system flanking the Coyote Creek after heavy prolonged rains and wind-driven high tides. The flooding closed all primary and secondary roads servicing the areas trapping some residents, interrupting all utilities, and resulting in heavy losses to both public and private property.



KEY FACILITIES

ALVISO AREA BUSINESSES

ALVISO COMMUNITY POLICING CENTER

1060 Taylor Street, Alviso
(408) 934-1520
Monday, Wednesday & Friday – 10:00 AM – 3:00 PM
Tuesday & Thursday 4:00 PM – 9:00 PM
Saturday 10:00 AM – 6:00 PM

ALVISO HEALTH CENTER

1621 Gold Street
(408) 935-3949

This Center has a large amount of medical and office equipment.

- i) Chief Executive Officer - Ignacio Perez, x3906
- j) General Services (Security) - Ignacio Perez, x3906
- k) Clinic Coordinator - Esperanza Rojas, x3926

MARINA MARKET

Vavir Sangha (Owner)
1269 State Street
Alviso, CA 95002
(408) 262-8931

MARIA ELENA'S RESTAURANT

1450 Gold St.
(408) 946-5336

ALVISO BOAT DOCK (General Store)

Robert & Norma Perkins (Owners)
1160 Taylor Street
Alviso, CA 95002
(408) 262-3885

ANDIAMO CAFE

5220 N. First Street
Alviso, CA 95002
408-946-3487

VAHL'S RESTAURANT

1513 El Dorado Street
Alviso, CA 95002
(408) 262-0731

ROSITA'S DE BASILIO DELI & MARKET

5168 N. 1st St.
(408) 942-0749

PIN HIGH FAMILY GOLF CENTER

4701 N 1ST St
Alviso, CA 95002
(408) 934-1111

MARINA SEAFOOD GROTTO

995 Elizabeth St
Alviso, CA 95002
(408) 262-2563

STAR OF THE SEA CHURCH

1385 Michigan Ave
Alviso, CA 95002
(408) 263-2121

JUBILEE CHRISTIAN CENTER

105 Nortech Pkwy
San Jose, CA
(408) 262-0900

| FACILITIES/UNIQUE INSTITUTIONS IN ALVISO AREA | PHONE # | MAP GRIDS # |
|--|--------------|----------------|
| FIRE STATION #25 1590 Gold Street Alviso, CA 95002 | 277-4625 | 29-81 |
| WATER POLLUTION CONTROL PLANT 700 Los Esteros Road San Jose, CA 95134 | 945-5300 | 33--82 |
| ALVISO HEALTH CARE 1621 Gold Street Alviso, CA 95002 | 935-3949 | 29-81 |
| SANTA CLARA UNIFIED SCHOOL DISTRICT 1889 Lawrence Road Santa Clara, CA 95051 | 408-423-2000 | 27-71 |
| GEORGE MAYNE ELEMENTARY SCHOOL 1490 Taylor Street Alviso, CA 95002 408-262-3600 | 408-262-3600 | 30-80 |
| ALVISO COMMUNITY LIBRARY 5050 North First Street Alviso, CA 95002 | 408-263-3626 | |
| ALVISO YOUTH CENTER 5040 North First Street San José, CA 95002 | 408-586-7624 | |
| AGNEWS DEVELOPMENT CENTER 3500 Zanker Road San Jose, CA 95134 | 451-6198 | 32-76 |

MOBILE HOME PARK MANAGEMENT CONTACTS

| | | | |
|---|---|---|--------------|
| <p>LAMPLIGHTER MOBILE HOME 4201 North First Street San Jose, CA 95134 Office: 321-9331 Fax: 321-9339</p> | <p>District Manager Diana Hauck, Sweet Valencia</p> <p>Assistant Manager Sarah Medina</p> <p>Maintenance Robert Prumsky</p> | <p>697-6920</p> <p>Pager: 679- 4687</p> | <p>31-79</p> |
| <p>OAK CREST ESTATES 4271 North First Street San Jose, CA 95134 321-9499 321-9344 (fax)</p> | <p>Manager Tom & Lee Kalich</p> | <p>24-Hour: 321-9499</p> | <p>31-79</p> |
| <p>SUMMERSET MOBILE ESTATES 2052 Gold Street Alviso, CA 95002 946-1990 946-4072 (Fax)</p> | <p>Resident Manager: Jeff Holder Space 19</p> | <p>Office: 946- 1990 Home: 262- 4217 (unlisted)</p> | <p>29-80</p> |
| <p>WEST WIND MOBILE HOME PARK 500 Nicholson Lane San Jose, CA 95134 432-7440 432-1526 (Fax)</p> | <p>Managers: Mark Vandertiuity</p> <p>Maintenance: John Baitz</p> | <p>24-Hour: 432-7440</p> <p>667-4006</p> | <p>33-79</p> |

COMMUNICATIONS PROCEDURE

PROCEDURE: GOLD STREET BRIDGE AT GUADALUPE RIVER

DATE: 11/1/06

NOTE: High water monitor is located at the Gold St. Bridge over the Guadalupe River in Alviso. High water level activates the alarm at Fire Department Systems Control (x8956).

INSTRUCTIONS

1. High water is recorded by the MONITOR at the Gold St. Bridge.
2. The monitor activates the alarm at Systems Control at x8956.

PROCEDURE

1. Fire Communications dispatches a Fire unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - 535-8499
 - 2) Joe Vafa Work # - 998-6191
- b. Notify the Santa Clara Valley Water District
 - 1) Operations Center (open 24/7) on duty Operator: 395-9309
 - 2) County Communications – (408) 299-2501
- c. Notify the On-Duty Department of Transportation Supervisor.

TEST PROTOCOL:

5. Notification Contact List Update / Verification

- a) City Department to update and publish October 15/annually.
 - i) Instrumentation Testing Procedure
 - (1) Water Level Instrumentation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - ii) Santa Clara Valley Water District to perform test communication with Monitor:
 - (1) Judy Nam, 408-265-2607, ext. 2747
 - (2) Jeff Micko, 408-265-2607, ext. 2548
 - b) Monitor/Alarm Activation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - ii) City Department to perform test, verify alarm notification contacts:
 - (1) Systems Control at x8956

COMMUNICATIONS PROCEDURE

PROCEDURE: COYOTE CREEK HIGH WATER – ALARM MONTAGUE BRIDGE OVER COYOTE CREEK

DATE: 11/1/06

NOTE: High water monitor is located at the Montague Bridge over the Coyote Creek.. High water level activates the alarm at Fire Department Systems Control (x8956).

INSTRUCTIONS

1. High water is recorded by the MONITOR at the Montague. Bridge.
2. The monitor activates the alarm at Systems Control at x8956.

PROCEDURE

1. Fire Communications dispatches a Fire unit to respond to bridge and verify high water.
2. Fire unit notifies Dispatch whether "HIGH WATER CONFIRMED" or "HIGH WATER NEGATIVE."
3. Notify Duty Chiefs, Police Communication Supervisor, to notify the On-Duty Watch Commander and Director, OES.
4. **IF NEGATIVE:** Notify On-Duty General Services Electrician; log time and name.

IF CONFIRMED:

- a. Notify **ONE** of the following PW Staff in the order given and log time and name:
 - 1) Timm Borden Work # - 535-8499
 - 2) Joe Vafa Work # - 998-6191
- b. Notify the Santa Clara Valley Water District
 - 1) Operations Center (open 24/7) on duty Operator: 395-9309
 - 2) County Communications – (408) 299-2501
- c. Notify the On-Duty Department of Transportation Supervisor.

TEST PROTOCOL:

5. Notification Contact List Update / Verification

- a) City Department to update and publish October 15/annually.
 - i) Instrumentation Testing Procedure
 - (1) Water Level Instrumentation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - ii) Santa Clara Valley Water District to perform test communication with Monitor:
 - (1) Judy Nam, 408-265-2607, ext. 2747
 - (2) Jeff Micko, 408-265-2607, ext. 2548
- b) Monitor/Alarm Activation Test: Perform annual calibration / functionality test pre-season; by October 15/annually.
 - i) City Department to perform test, verify alarm notification contacts:
 - (1) Systems Control at x8956

PIO SAMPLE MESSAGES

**FLOOD DISASTER
HEALTH INSTRUCTIONS FOR RETURNEES**

WATER

Contaminated water can make you very sick.

SAN JOSE CITY WATER

Most of Alviso is on "City" water. This system remained under pressure during the flood and should be safe to use. Run the water from the tap for about five (5) minutes before using.

FOOD

If you eat contaminated food, you can get very sick.

Throw away all the food that is in the refrigerators and freezers and all packaged foods that are submerged. (The City will provide garbage bins for this purpose.)

Do not use any canned food until the labels are removed and the cans have been thoroughly scrubbed with a strong detergent; rinse the cans in a solution of household bleach (one cup to a bucket of water) and allow to air dry before opening. If you can't do this, throw the canned food out.

Do not attempt to save any food or beverage that is in screw top or pop top containers. These containers cannot be sanitized.

CLOTHING

Do not wear or use any submerged clothing or bedding until it has been laundered in hot water or dry cleaned.

EXAMPLE

EL DESASTRE DE INUNDACION

INSTRUCCIONES DE SALUD PARA LAS PERSONAS QUE REGRESAN

AGUA

Agua contaminada le puede hacer daño.

EL AGUA DE LA CIUDAD DE SAN JOSÉ

Casi toda la agua de Alviso es agua de el systema de la "Cuidad." Este sistema mantuvo su presión durante la inundacion, y se puede usar para tomar. Deje correr agua por unos cinco (5) minutos antes de usarla.

COMIDAS

Si usted come comida contaminada se puede enfermar.

Tiré todos los alimentos que estaban en el refrigerador o congeladores y toda la comida de paquete que estuvo sumergida. (La Cuidad tendra botes o tanques de basura para tirar estas comidas contaminadas.)

No use ninguna comida enlatada hasta que la etiqueta alla sido removida y el bota halla sido lavado con un fuerte jabón y enjuagdo con Cloro (una taza de Cloro con cada balde). Deje que el aire seque el bote, antes de abrirlo. Si no puede hacer todo esto tirelo a la basura.

No trate de guardar o usar ninguna clase de alimentos o botellas que tengan tapas de rosca. Con estos botes o botellas no se puede garantizar la limpieza y salubridad.

ROPAS

No lleve ropa que haya sido sumergida, ni ropa de cama hasta que hallan sido lavadas en agua caliente o hallan sido mandado a la tintoreria.

EXAMPLE

WARNING!

IT IS STILL EXTREMELY **DANGEROUS** TO ENTER INTO FLOODED AREAS!

ENTER AT YOUR OWN RISK

SOME OF THE DANGERS ARE:

- LEAKING GAS (DO NOT TURN ON GAS MAINS)
- SNAKES, VERMIN, RODENTS AND SPIDERS
- UNCOVERED MANHOLES
- FLOATING DEBRIS, INCLUDING RAW SEWAGE, SHARP OBJECTS AND OTHER DANGEROUS MATERIALS
- POTENTIAL STRUCTURE DAMAGE
- CONTAMINATED FOOD
- NO AMBULANCE RESPONSE
- OTHER FLOOD RELATED DANGEROUS CONDITIONS

WHILE IN THE AREA:

- **DO NOT** SMOKE OR HAVE AN OPEN FLAME OF ANY KIND
- ENTER **ONLY** YOUR OWN HOME
- **DO NOT** REMAIN IN YOUR HOME AFTER 4:00 P.M. UNLESS OTHERWISE ADVISED BY POLICE OR FIRE DEPARTMENTS

NOTE: NO ELECTRICITY PRESENTLY IN AREA!

EXAMPLE

ADVERTENCIA

ES EXTREMAMENTE PELIGROSO ENTRAR A LA AREA DE INUNDACION!

ENTRE A SU PROPIO RIESGO

ALGUNOS DE LOS PELIGROS SON

- ESCAPE DE GAS (NO PONGA EN OPERACION LA LLAVE PRINCIPAL)
- CULEBRAS, INSECTOS PARÁSITOS, RATAS, ROEDORES, Y ARANAS
- ENTRADA DE POSOS SIN CUBIERTA
- BASURA FLOTANDO EN LAS AGUAS, INCLUSIVE DESAGUE O DRENAJE SIN PURIFICACIÓN, Y OTROS MATERIALES DE PELIGRO
- DAÑO POTENCIAL DE ESTRUCTURAS
- COMESTIBLES CONTAMINADOS
- NO SE RESPONDERA AL LLAMADO DE AMBULANCIAS
- OTRAS CONDICIONES PELIGROSAS CON RELACION A LA INUNDACION

POR FAVOR

- **NO FUME** O TENGA CUALQUIER TIPO DE LLAMA ENCENDIDA
- LA ENTRADA SERA SOLO POR SU CASA Ó HABITACION
- **NO PERMANESCA** EN SU HOGAR DESPUES DE LAS 4:00 P.M. A MENOS QUE LA POLICIA O EL CUERPO DE BOMBEROS LE DE DIFERENTES INSTRUCCIONES

NOTA: POR AHORA NO EXISTE ELECTRICIDAD EN LA AREA!

EXAMPLE

CITY OF SAN JOSE

WELFARE AND CONGREGATE CARE

DATE: _____

DISASTER KIT FOR FLOOD

Bring the following with you if possible:

- Sleeping bag, or warm blankets
- Hygiene items: Medication, vitamins, soap, towels, toothbrush, etc.
- Personal identification, checkbook
- Extra warm clothing, boots
- Flashlight and transistor radio
- Extra eyeglasses

Have these items ready in case you have to move fast. Remain calm and follow directions of evacuation personnel!

PLEASE TRY TO FIND SHELTER WITH FRIENDS OR RELATIVES; RED CROSS WILL OPERATE SHELTER AT LOCATIONS TO BE ANNOUNCED.

EXAMPLE

CIUDAD DE SAN JOSÉ

ASISTENCIA PUBLICA Y CONGREGAR CUSTODIA

FECHA: _____

Traiga estas cosas si es posible:

- Colcha-cama o colchas calientes
- Cosas de higiene: Medicacion, vitaminas, toallas, cepillo de dientes, etc.
- Identificación personal/licencia, talonario de cheques
- Suplementario de ropa caliente, botas
- Linterna y radio transistor
- Adicional antiojos

Tenga estas cosas listas en caso si tienen que salir rápidamente. Quedese calmado y sigue las instrucciones de el personal de evacuación.

INUNDATION AREA ACCESS CONTROL AND SECURITY PLAN

DEPARTMENT: Police

CONTACT PERSON: Deputy Chief of BFO (277-4715)

I. GENERAL APPLICATIONS

- A. Notification of emergency warning or evacuation by City Manager.
- B. Chief of Police alerts Deputy Chief of Police, Bureau of Field Operations.
- C. Deputy Chief of Bureau of Field Operations mans Emergency Operations Center (EOC) police position. Designates a Captain to be the Police Tactical Operations Commander in the EOC and a Lieutenant or Sergeant to assist the Captain.
- D. Police Communications' supervisor maintains an activity log containing street closures, etc.
- E. The Captain (tactical operations commander) designates any Lieutenants, Sergeants, or Officers to assist in the EOC as needs dictate.
- F. Immediate area survey by the Area Commander (Field Lieutenant) who will have Special Operations Units available as a resource (i.e., Traffic Enforcement Unit and police helicopter - Air 2).
- G. Tactical Operations Commander utilizes flood readiness checklist and Police Bureau of Field Operations office personnel to make preliminary contact for equipment and other needs.
- H. Area survey report and further personnel designations and assignments.
- I. Assist fire department with emergency warning and area rescue. Evacuate the **AREA**.
- J. Provide traffic control and security for flood emergency area on a 24-hour basis, as appropriate.
- K. City Manager makes decision, with Santa Clara Valley District CEO's input, to continue or discontinue operating pumps above Alviso based on EOP criteria.

II. EQUIPMENT NEEDS

- A. Police Command Posts
- B. Flood Kit
 - 1. Citizen security passes and stamp
 - 2. Extended security passes - VIP
 - 3. Visitor log form
 - 4. Communications activity log form
 - 5. Assignment sheets
 - 6. Evacuation order
 - 7. North San Jose flood area maps - both aerial photos and copies
 - 8. Alviso area key facilities list - special security precautions
- C. Barricade Truck and Supplies
- D. Flares (additional in Central Warehouse)
- E. Department of Transportation
 - 1. Utility vehicles, 2½-ton trucks, etc.
 - 2. Portable toilets
- F. Purchasing Department
 - 1. Boats (life jackets)
 - 2. Rain gear (boots)
 - 3. Special lighting equipment
 - 4. Food service

III. TRAFFIC CONTROL PLANS

This traffic control contingency plan is provided as a general guideline only. Control points suggested herein are based on past history of water levels on specific roadways and subsequent traffic flow.

This plan covers three levels of manpower commitment, based on the severity of flooding.

A. Level One - flooding restricted to Alviso only

1. FREEWAY 237 AND GREAT AMERICA PARKWAY - no northbound traffic into Alviso (Santa Clara PD, CHP)
2. FREEWAY 237 AND LAFAYETTE - no northbound traffic into Alviso (Santa Clara PD, CHP)
3. FREEWAY 237 AND NORTH FIRST STREET - no northbound traffic into Alviso (SJPD - two officers); westbound 237 offramp (CHP, Caltrans)
4. HIGHWAY 237 AND ZANKER - no northbound traffic (SJPD, 2 officers); westbound 237 offramp (CHP, Caltrans)

B. Level Two - Highway 237 flooded

1. Westbound ramp closed on Highway 880 at 237 (Caltrans, CHP)
2. Eastbound Freeway 237 closed at Great America Parkway (Caltrans, CHP)
3. Northbound Lafayette closed at Yerba Buena Way (Santa Clara PD)
4. Northbound First Street closed at Tasman Drive (SJPD - two officers)
5. Northbound Zanker closed at Tasman Drive (SJPD - one officer)
6. Northbound First Street closed at Vista Montana (SJPD - one officer)

C. Level Three - Montague Expressway flooded

1. Westbound ramp closed on Freeway 880 southbound at Montague Expressway (Caltrans, CHP)
2. Westbound ramp closed on Freeway 880 northbound at Montague Expressway (Caltrans, CHP)
3. Westbound Montague Expressway closed at Old Oakland Road (Milpitas PD).
4. Westbound Montague Expressway closed at O'Toole Avenue - barricaded only

5. Eastbound Montague Expressway closed at Great America; route all traffic west on Montague Expressway to 101 (Santa Clara PD)
6. Montague Expressway and North First Street - no traffic north or east (CHP, County Transportation Agency)
7. Trimble Road and North First Street - no traffic north or east; route all traffic in large u-turns and return west on Trimble Road to Freeway 101 (SJPD - two officers)
8. Montague Expressway and Trimble Road - no traffic east on Montague Expressway (CHP, County Transportation Agency)
9. Charcot Avenue at North First Street - no traffic east on Charcot; no traffic North on First (SJPD - two officers)
10. East Brokaw Road at North First Street - no traffic east on Brokaw Road; no traffic north on First Street (SJPD - two officers)
11. Old Bayshore Road at North First Street - no traffic north on First Street (SJPD - two officers)
12. North First Street at Daggett Drive - no traffic eastbound; barricaded only (SJPD)
13. North First Street at Plumeria Drive - no traffic eastbound; barricaded only (SJPD)
14. North First Street at Bonaventura Drive - no traffic eastbound; barricaded only (SJPD)
15. North First Street at Component Drive - no traffic eastbound; barricaded only (SJPD)

In the past the most severe traffic control problems have occurred Monday through Friday during prime commute hours. From 0600 to 0900, and from 1430 to 1830 hours, every intersection identified above may require personnel as noted. During slack traffic periods the on-duty commander will be required to assess the situation and make adjustments as necessary. However, the general plan that has been successful in the past is to route morning commute traffic southbound on Freeway 880, and then northbound on US 101. In the evening traffic must be directed away from Freeway 237 south on Great America Parkway or Lafayette to US 101, then south to Freeway 880.

IV. OTHER AGENCY CONTACTS

- A. California National Guard
Office of Emergency Services must request the above services by calling the State OES 24-Hour Warning Patrol Center: (916) 845-8911
- B. California Highway Patrol: (707) 551-4102
- C. Milpitas Police Department: City x4155 / 263-1212
- D. Santa Clara County Sheriff's Office: City x4340 / 294-1334
- E. Santa Clara City Police Department: City x4740 / 615-4700; Dispatch: 615-5580
- F. Mobile Home Parks Management and Security Contact Persons (see Attachment 2).

V. EVACUATION

When the evacuation order for any portion of the San Jose community has been given by the City Manager, the Police Department will assist Fire personnel in notification procedures by announcement of evacuation by public address systems from Air 2 and patrol vehicles. Final evacuation verification may be made on a door-to-door basis through both Fire and Police Departments.

Arrangements have been made with the mobile home parks in the north San Jose area for notification assistance by resident personnel (see Attachment 2).

ALVISO ASSEMBLY POINTS:
Areas where public transportation out of the potential
inundation areas will be provided

| LOCATION | MAP GRIDS # |
|--|-------------|
| 1. SUMMERSET MOBILE ESTATES 2052 Gold Street Alviso, CA 95002 946-1900 | 29-80 |
| 2. GEORGE MAYNE SCHOOL* 1490 Taylor Street Alviso, CA 95002 262-3600 | 30-80 |
| 3. OAK CREST ESTATES* 4271 North First Street San Jose, CA 95134 321-9499 | 31-80 |
| 4. WEST WINDS MOBILE HOME PARK*3 295 Nicholson Lane San José, CA 432-7441 | 33-79 |
| 5. LAMPLIGHTER* 4201 North First Street San Jose, CA 95134 321-9331 | 31-79 |

*These locations are potentially floodable.

**POTENTIAL CONGREGATE CARE CENTERS
FOR ALVISO RESIDENTS**

NOTE: Care and Shelter is a Congressionally-mandated service of the American Red Cross. The Santa Clara Valley Chapter has contracts made with high school districts as potential shelter locations. The exact location is not selected until it is needed. The selection considers ease of access, flooding conditions within the community, and the number of people, including special needs populations, needing care. These are only the most likely facilities. Other facilities may be selected at the time of need to better serve the evacuees' specific needs.

| PUBLIC SCHOOLS | EMERGENCY NUMBERS. | CAPACITY | MAP GRIDS |
|--|---|-----------------|------------------|
| 1. Eastside Union High School District Office 830 North Capitol Avenue San Jose, CA 95133 (408) 347-5000 | David Sykes, Security Work: (408) 347-5120 Home: (408) 978-1404 Cell: (408) 640-0395 | | 43-74 |
| 2. Independence High School 1776 Education Park Drive San Jose, CA 95133 (408) 928-9500 John Duran, Assist. Principal Work: (408) 928-9520 Home: (408) 978-6023 Pager: (408) 690-2147 | John Nunez, Custodian Work: (408) 928-9612 Home: (408) 995-5110 Pager: (408) 347-7621 | 1,600 | 43-73 |
| 3. Piedmont Hills High School 1377 Piedmont Road San Jose, CA 95132 (408) 347-3800 Carol Blackerby, Principal Work: (408) 928-9520 Home: (408) 978-6023 Pager: (408) 690-2147 Richard Uribe, APA Work: (408) 347-3800 Home: (831) 636-0683 Cell: (408) 690-2153 | Jerry Rodriguez, Custodian Work: (408) 347-3824 Home: (408) 292-4596 Pager: (408) 347-7626 Juan Cruz, APED Work: (408) 347-3800 Home: (408) 270-2605 Cell: (408) 313-0473 | 1,600 | 44-77 |

| PUBLIC SCHOOLS | EMERGENCY NUMBERS. | CAPACITY | MAP GRIDS |
|--|---|-----------------|------------------|
| <p>4. James Lick High School 57 North White Road San Jose, CA 95127 (408) 347-4400 Bernie Olmos Principal Work: (408) 347-4410 Home: (408) 271-9192 Cell: (408) 836-1844 Vic Maestras, Assist. Principal Work: (408) 347-4430 Home: (408) 272-5566 Cell: (408) 690-2149</p> | <p>Ruben Hernandez, Custodian Work: (408) 347-4514 Home: (408) 270-0233 Pager: (408) 888-7241</p> | <p>1,600</p> | <p>46-72</p> |
| <p>5. Milpitas Sports Center 1325 E. Calaveras Blvd. Milpitas, CA 95035 Contact: Bonnie Greiner (408) 586-3225</p> <p>First Point of contact: EOC, City of Milpitas (408) 586-2810</p> | <p>Milpitas Police 24-Hour Dispatch Number: (408) 586-2400</p> | <p>800</p> | <p>40-82</p> |