

County of Santa Clara

Office of the County Executive

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(408) 299-5105



Date: February 28, 2017
To: Honorable Board of Supervisors
From: Jeffrey V. Smith, County Executive 
Subject: EOC Activation for Recent Winter Storms

The County's Emergency Operations Center (EOC) was recently activated due to a series of storms that passed through the area. These storms caused flooding in the City of San José and in other parts of the County, including a small stretch of Highway 101 in South County. Preliminary estimates show the storms caused more than \$100 million in damage. Most of the reported damage occurred in the City of San José (approximately \$73 million), unincorporated areas of the County (approximately \$22 million), and on property owned by the Santa Clara Valley Water District (approximately \$6 million).

The County's Office of Emergency Services had been monitoring the storms for several days and had coordinated a number of conference calls to prepare for the storms. All cities in the County were invited to participate in these calls, as were a number of other stakeholders, such as the National Weather Service, the Santa Clara Valley Water District, CalTrans, PG&E, CHP, CalFire, American Red Cross, the open space authorities, CalOES, and Santa Cruz County. A number of County agencies also participated in these calls, including the County's fire districts, County Communications, Roads & Airports, Animal Control, Office of Public Affairs, the Social Services Agency, the Office of Supportive Housing, and the Parks and Recreation Department.

Board of Supervisors: Mike Wasserman, Cindy Chavez, Dave Cortese, Ken Yeager, S. Joseph Simitian
County Executive: Jeffrey V. Smith

By Wednesday, February 15, the County's Office of Emergency Services (OES) had established an Operational Plan Period from February 15 to February 21. The Overview of the Operational Plan Period was described as follows:

During the 2016-2017 winter storm season, Santa Clara County has received significantly more rain than in past years. Due to the multiple winter storms Santa Clara Valley Water District (SCVWD) total reservoir storage is about 95% of capacity at spillway crest, at 130% of restricted capacity, and at 165% of the 20 year average for the current month. SCVWD is currently releasing from 8 reservoirs and 2 reservoirs are spilling in addition to the controlled releases. ***It is expected that Anderson Dam will begin spilling prior to or during the next series of storm systems.*** (Emphasis added.)

The first conference call during the Operational Plan Period (which was the seventh call about the storms) was held at 2:00 p.m. on February 15. Numerous calls were held before, during, and after the storms. In total, the County OES held 26 conference calls relating to the storms. A summary of relevant information from the notes from many of these conference calls is attached to this memorandum. Included in the summary are reports from the National Weather Service, the Santa Clara Valley Water District, and the City of San José (where most of the flooding occurred).

In reviewing the summary, it is important to understand the roles and responsibilities of cities, the County, and other entities involved in emergency response efforts. Under state and federal guidelines that are binding on the County and all of the cities in the County, ***each city is responsible for emergency management within its boundaries, and the County is responsible for this role in unincorporated areas.*** The County also serves as the "Operational Area," which is responsible for the ***coordination and prioritization*** of resource requests between cities and jurisdictions within the geographic boundaries of the County. Strict adherence to these guidelines is required to be eligible for state or federal reimbursement.

The County, as the Operational Area, is also responsible for communication with the State, and through the State, with the federal government. But the County is not responsible for active management of emergency response within incorporated areas, except where expressly provided by contract or through other

specifically designated roles. The County Public Health Officer, for example, serves as each city's public health officer, and some cities contract with the County's Central Fire Protection District for emergency management services.

As shown in the attached summary of relevant conference calls, the County provided significant coordination before, during, and after the storms. The County also responded to all resource requests from the City of San José. Indeed, the County's EOC was activated around the clock primarily in support of the City. Even after the event, the County is continuing to provide significant assistance to San José, including relief staffing for the City's Emergency Operations Center, help with damage assessments, and fulfilling resource needs requested by the City.

Also attached are the AlertSCC messages sent by County Communications. The County purchased and maintains AlertSCC, but each municipality within the County has been trained to use the system independently. San José has a number of authorized AlertSCC users. However, except for the first two messages, the City of San José requested County Communications to send these messages on its behalf.

Attachments: Chronology of Calls
 AlertSCC Messages Sent

c: Miguel Márquez, Chief Operating Officer
 James R. Williams, County Counsel
 Garry Herceg, Deputy County Executive
 Dana Reed, Director of Emergency Management

**PRESIDENT'S DAY STORM
(CORRECTED TO SHOW FEBRUARY 21 CALL @ 12:00 A.M.
TOOK PLACE FEBRUARY 21 @ 12:00 P.M.)**

Relevant Chronology of Events

The County Office of Emergency Services coordinated 26 calls relating to the Winter Storms. Representatives from the City of San José were invited to each of the calls and attended all of the calls summarized below.

**Wednesday, February 15 @ 2:00 p.m.
Six Days Prior to Coyote Creek Flooding
7th Call**

Overview of Call

This was the seventh call relating to the Winter Storms. Given the potential severity of upcoming storms, the EOC established an Operational Period from February 15 at 8:00 a.m. to February 21 at 5:00 p.m.

The Overview of the Operational Plan said: "It is expected that Anderson Dam will begin spilling prior to or during the next series of storm systems."

The Objectives of the Operational Plan included, among others objectives: "Ensure early public notification."

The Event Overview for the call included the following description: "It is the cumulative effect of multiple storms that will likely impact area rivers, creeks, and generate possible land/mudslides."

City of San José

The City of San José reported: "Meetgin [sic] with City Manager, DOT, and Parks to develop plans related to Lexington Dam and surrounding areas."

Thursday, February 16 @ 1:00 p.m.
 Five Days Prior to Coyote Creek Flooding
 8th Call

An attachment to the email invitation for this call showed which jurisdictions owned which parcels along Coyote Creek.

National Weather Service	The National Weather Service said rain would begin late Sunday and taper off by Tuesday, with 1-2 inches of rain expected in the mountains, and one-half of an inch to one inch of rain in the valleys.
Santa Clara Valley Water District	The Water District reported that Anderson Dam was at 99.2% of its capacity.
City of San José	The City of San José reported: “Coordinating with city departments to identify potential evacuation center and shelter locations in the event of Coyote Creek flooding.”

Friday, February 17 @ 3:00 p.m.
 Four Days Prior to Coyote Creek Flooding
 9th Call

National Weather Service	The National Weather Service noted there would potentially be 4 inches of rain in the mountains, and 3 inches of rain in the foothills.
Santa Clara Valley Water District	The Water District reported: “Concern for Monday storm on Coyote Creek. Projected 7000cfs peak spillway flow. Sycamore Bridge floods at approx. 5900cfs . . . Anderson Dam is releasing at 500 cfs – when spillway reaches 2000cfs the outlet release will be closed.”
City of San José	The City of San José reported that four warming centers were open Monday through Wednesday morning, and that calls reporting downed trees were up.

Monday, February 20 @ 8:30 a.m.
One Day Prior to Coyote Creek Flooding
14th Call

The Event Overview for this call said: "The potential for copious amounts of rainfall which could cause widespread flooding concerns exist with this system."

<p>National Weather Service</p>	<p>The National Weather Service said: "Flood Warning in effect for Coyote Creek at Edenvale; peak projected to hit 12.4'."</p> <p>The National Weather Service also reported moderate to heavy rainfall over the next 6-12 hours with 4-6 inches of rain in the mountains, 2-4 inches of rain in the east foothills, and .75-1.25 inches of rain in the valley.</p>
<p>Santa Clara Valley Water District</p>	<p>The Water District noted that "4 reservoirs are spilling; Anderson, Uvas, Lexington, Coyote."</p> <p>The Water District also said: "Anderson is projected to hit 5000-8000cfs over spillway with peak flow at 10am tomorrow."</p>
<p>City of San José</p>	<p>The City of San José reported: "EOC activated at Level 3 at 0700; 2 shifts. Monitoring reservoirs and streams. May need assistance for creek debris clean up. SJFD has doubled USAR staffing - 2 teams of 8 persons."</p>

Monday, February 20 @ 2:13 p.m.

<p>Santa Clara Valley Water District</p>	<p>An email update was provided by the Water District. With respect to Coyote Creek, the update provided the following Forecasted Flow: "Peak spill flow forecasts are now between 7k and 9k cfs, and might be sustained depending on the rainfall pattern."</p> <p>With respect to Coyote Creek Flood Thresholds, it said: "7,400cfs - Rock Springs neighborhood."</p>
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Monday, February 20 @ 3:00 p.m.
One Day Prior to Coyote Creek Flooding
15th Call

The Event Overview for this call said: "The potential for copious amounts of rainfall which could cause widespread flooding concerns exist with this system."

National Weather Service	The National Weather Service reported: "Flood warning for Coyote Creek."
Santa Clara Valley Water District	The Water District reported: "4 reservoirs continue to spill. Anderson now projected peak flow is 7000-9000cfs between 6-10am Tuesday with 12-24 hours of peak flow. Spillway flow to downtown San José on Coyote Creek is roughly a 6 hour delay."
City of San José	The City of San José reported that it had rescued two urban campers, opened two evacuation centers, and that the Red Cross had opened two shelters.

Tuesday, February 21 @ 9:00 a.m.
Day of Coyote Creek Flooding -- 18th Call

The Event Overview for this call said: "Flooding remains a concern as water continues to flow down the slopes from the recent heavy rains, but will diminish later tonight and Tuesday aside from some of the slower to respond mainstream rivers."

National Weather Service	The National Weather Service reported: "Flood warning for Coyote Creek at Madrone."
Santa Clara Valley Water District	The Water District noted that seven reservoirs were spilling, including Anderson. It also said that Anderson peaked at 6830cfs, which is the highest ever recorded.
City of San José	The City of San José reported: "Rock Springs neighborhood is flooded." It also reported: "Will be issuing messaging along Coyote Creek."

Tuesday, February 21 @ 12:00 p.m.

Day of Coyote Creek Flooding

19th Call

The Event Overview for this call said: "Flooding remains a concern as water continues to flow down the slopes from the recent heavy rains, but will diminish later tonight and Tuesday aside from some of the slower to respond mainstream rivers."

National Weather Service

The National Weather Service reports that showers would continue through the evening, with possible thunderstorms.

City of San José

The City of San José reported: "Proclaimed. Evacuations Rock Springs, Needles, Nordell. Evacuees going through decon. 100 transported to James Lick HS shelter. Possible LEA request. AlertSCC messaging on Coyote Creek. Activated until 0700 Wed. Oxygen support; FAST team request for shelter coming."

Tuesday, February 21 @ 3:00 p.m.

Day of Coyote Creek Flooding

20th Call

The Event Overview for this call said: "Flooding remains a concern as water continues to flow down the slopes from the recent heavy rains, but will diminish later tonight and Tuesday aside from some of the slower to respond mainstream rivers."

National Weather Service

The National Weather Service reported: "Coyote Creek not projected to drop below flood stage until Wednesday pm."

Santa Clara Valley Water District

The Water District reported: "Coyote @ Charcot likely to flood within the next 4-5 hours."

City of San José

The City of San José reported: "Unified Command at Golden Wheel mobile home park. Concerned about Coyote Creek at William St bridge to Arroyo. Creating flyer for distribution to potential flood areas."

Tuesday, February 21 @ 7:00 p.m.

Day of Coyote Creek Flooding

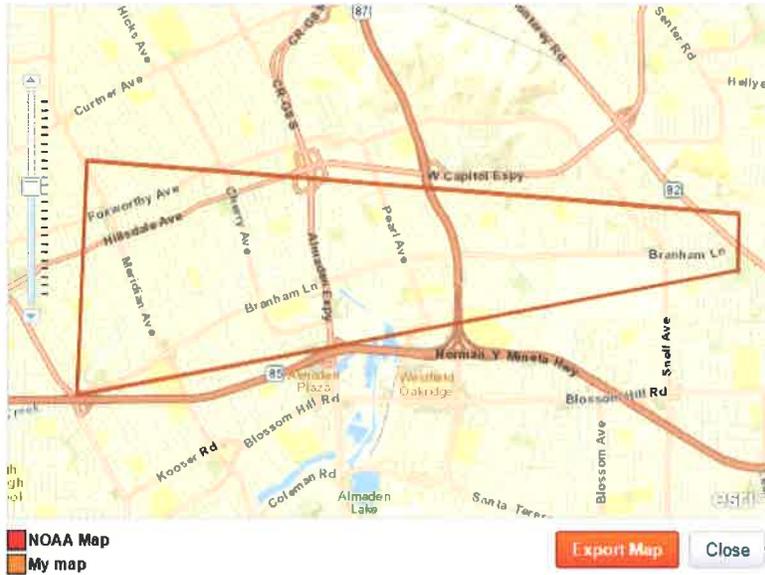
21st Call

Santa Clara Valley Water District	The Water District reported: "Anderson levels are dropping off."
City of San José	The City of San José reported, among other things: "Event is in excess of 100 year storm event for San Jose . . . Williams Street flooding will be sustained for several hours."

2/20/2017 8:14 PM

Flood Warning for Ross Area in San Jose – completed by County Comm.
208 out of 282 “contacted” – 73% success rate

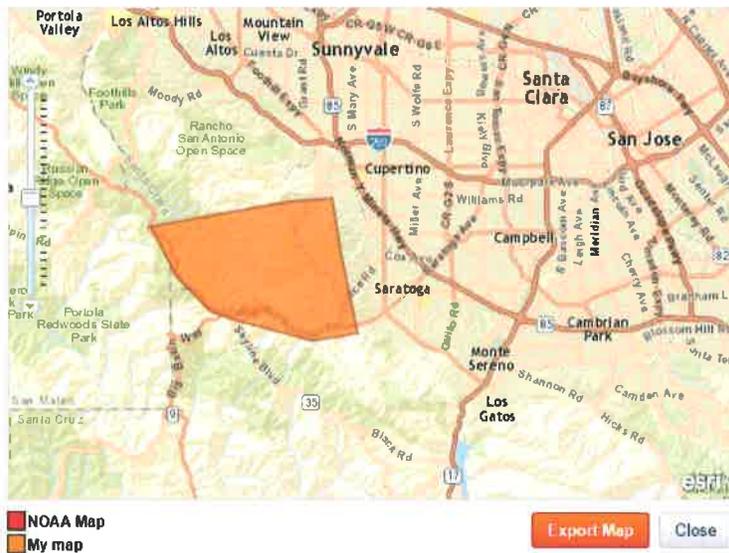
Map Details



02/20/2017 9:20PM

Santa Clara County Mudslide Warning – Completed by County Comm.
391 out of 527 “contacted” – 74% success rate

Map Details

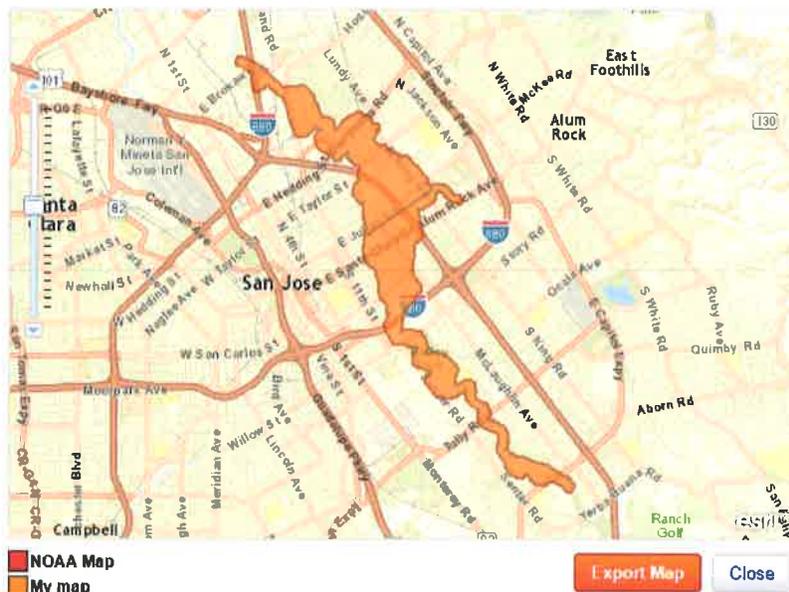


02/21/2017 1:44PM

**San Jose Information Flood Message – Completed by County Comm.
2419 out of 3751 “contacted” – 64% success rate**

This is an important emergency message from the City of San José. This message is being sent on **Tuesday, February 21, at 1:30 PM**. Due to extremely high flows and current flooding along Coyote Creek today, the City is now advising residents in neighborhoods in low-lying areas near the creek to evacuate their homes and businesses. San José has designated two evacuation centers at Roosevelt Community Center located at 901 E. Santa Clara St. and Shirakawa Community Center at 2072 Lucretia Ave. Overnight shelter is available at James Lick High School, 57 North White Road. For information and ongoing updates tune to local radio and television stations, and log on to www.sanjoseca.gov or www.valleywater.org.

Map Details



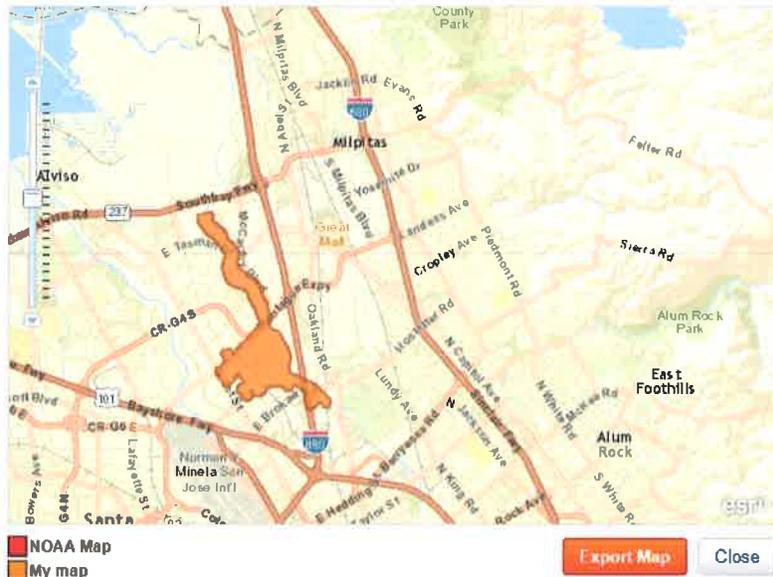
02/21/2017 5:30PM

**San Jose Information Flood Message – Completed by County Comm.
763 out of 1712 “contacted” – 44% success rate**

From Daniel Tucker – San Jose

This is an important emergency message from the City of San José. This message is being sent on **Tuesday, February 21 at 5:30 PM**. Due to extremely high flows and current flooding along Coyote Creek today, the City is now advising residents in neighborhoods in low-lying areas near the creek to evacuate their homes and businesses. San Jose has designated two evacuation centers at Mayfair Community Center located at 2039 Kammerer Ave and Shirakawa Community Center at 2072 Lucretia Ave. Overnight shelters are available at James Lick High School, 57 N. White Rd and Evergreen Valley High School, 3300 Quimby Rd. For information and ongoing updates tune to local radio and television stations, and log on to www.sanjoseca.gov or www.valleywater.org.

Map Details

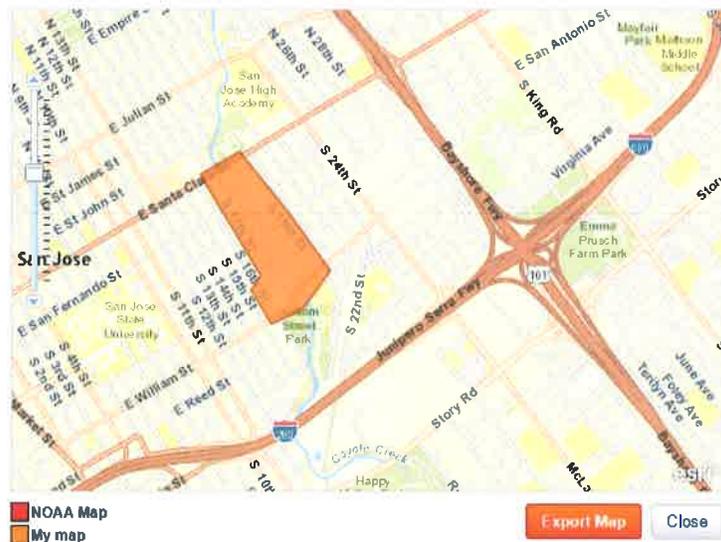


02/21/2017 9:23PM

**San Jose Mandatory Evac. Message – Completed by County Comm.
157 out of 229 “contacted” – 68% success rate**

Due to current and continuing flooding, this is a Mandatory Evacuation Notice for the rectangular area north of E. William and south of Santa Clara streets for the homes on the creek side along South 17th Street to South 19th Street in San José. This message is being sent on Tuesday, February 21 at 8:45 PM. It is mandatory that residents in this area evacuate to the homes of family or friends, or to one of San José’s two designated evacuation centers at Mayfair Community Center located at 2039 Kammerer Ave and at Shirakawa Community Center at 2072 Lucretia Ave. Overnight shelters are open at James Lick High School, 57 N. White Rd and Evergreen Valley High School, 3300 Quimby Rd. For information and ongoing updates tune to local radio and television stations, and log on to www.sanjoseca.gov or www.valleywater.org.

Map Details



02/21/2017 10:25PM

**San Jose Message – Completed by County Comm.
3069 out of 5221 “contacted” – 58% success rate**

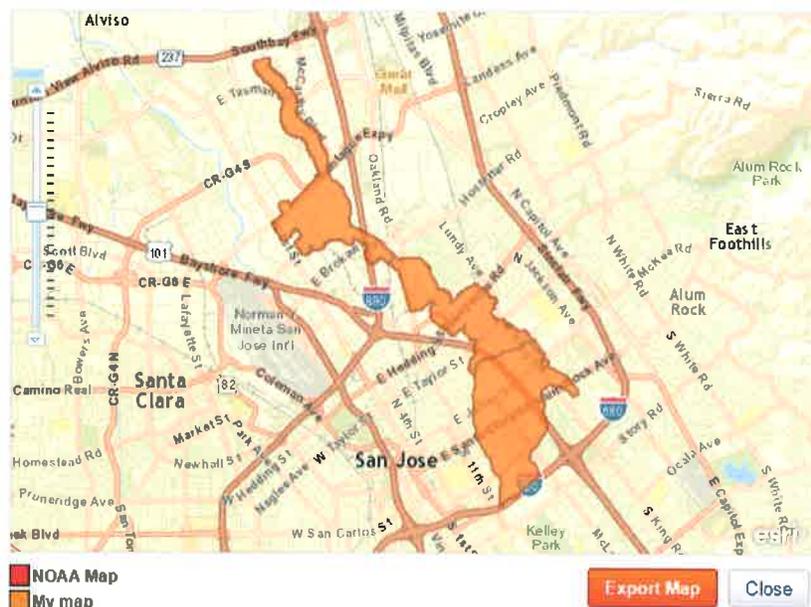
Alert SCC - Feb. 21 9:45 PM

Due to current and continuing flooding, this is an EVACUATION ADVISORY for the entire area along Coyote Creek, north of 280 and south of 237. This message is being sent on Tuesday, February 21 at 9:45 PM. If you are receiving this, your home is in this area and it is urgent and important to evacuate to the homes of family or friends, or to one of San José’s two designated evacuation centers at Mayfair Community Center located at 2039 Kammerer Ave and at Shirakawa Community Center at 2072 Lucretia Ave. Overnight shelters are open at James Lick High School, 57 N. White Rd and Evergreen Valley High School, 3300 Quimby Rd. For information and ongoing updates tune to local radio and television stations, and log on to www.sanjoseca.gov or www.valleywater.org.

Alerta SCC - 21 de febrero 21:45

Debido a las inundaciones actuales y continuas, esto es una AVISO DE EVACUACIÓN para toda la zona a lo largo de Coyote Creek, al norte de 280 y al sur de 237. Este mensaje se envía el martes, 21 de febrero a las 9:45 PM. Si usted está recibiendo esto, su casa está en esta área y es urgente e importante evacuar a los hogares de su familia o amigos, o a uno de los dos centros designados de evacuación de San José en Mayfair Community Center ubicado en 2039 Kammerer Ave y en Shirakawa Centro Comunitario en 2072 Lucretia Ave. Los refugios nocturnos están abiertos en James Lick High School, 57 N. White Rd y Evergreen Valley High School, 3300 Quimby Rd. Para obtener información y actualizaciones en curso, sintonice las estaciones de radio y canales locales y acceda a www.sanjoseca.gov o www.valleywater.org.

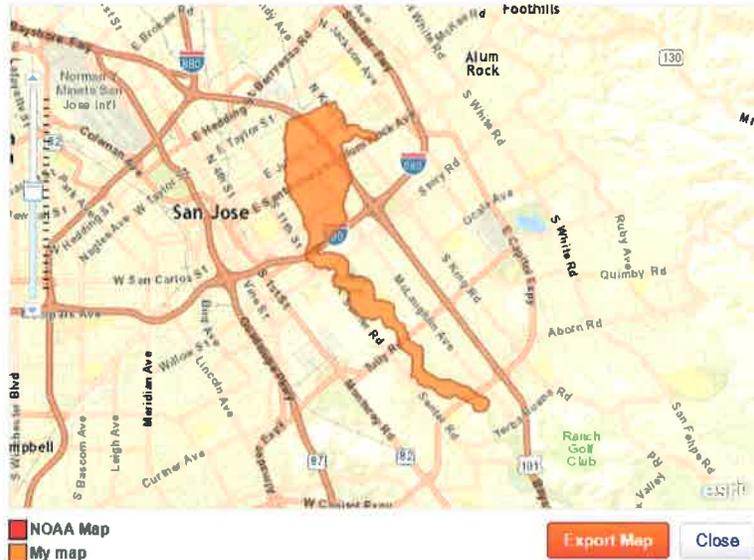
Map Details



02/22/2017 1:46AM

San Jose Message – Completed by County Comm.
1878 out of 2965 “contacted” – 63% success rate

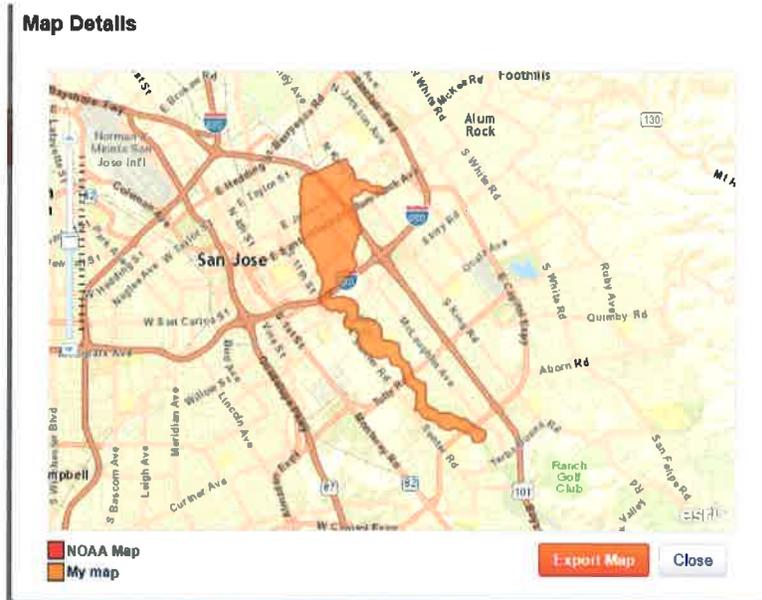
Map Details



02/22/2017 2:22AM

San Jose Coyote Creek Flood Spanish - Completed by County Comm.
1834 out of 2965 “contacted” – 61% success rate

Map Details



02/22/2017 2:54AM

San Jose Coyote Creek Flood Vietnamese - Completed by County Comm.
1792 out of 2965 "contacted" – 60% success rate

Map Details

