Recommendation

1. Accept the 2017 Coyote Creek Flood After Action Review and staff recommendation to implement the Emergency Management Roadmap and its six focus areas.
   a. Direct the City Manager to remove recommendation 6.11.1, “Develop A Comprehensive Post-Disaster Housing Plan,” from “backlog” to “priority.”

2. Provide Council with a verbal update at the August 8th Council discussion on the status of:
   a. The joint stream channel maintenance program with the Santa Clara Valley Water District, particularly with regard to the status of any City-conducted maintenance scheduled prior to this winter’s rains;
   b. The City’s strategy to obtain third-party expert evaluation of the Water District’s assessments of hydrological risk and flood projections;
   c. The use of disaster warning technology, including (a) status of employee training on both Alert-SCC and IPAWS; (b) acquisition of LRAD’s/ mobile loudspeakers; (c) any new technologies contemplated by staff;
   d. Whether and how pre-disaster notification protocols are being revised to leverage the capacity and linguistic abilities of volunteers and non-profits
   e. The development of the Emergency Communications Plan, including the development of contingency plans for a 24 x 7 call center for fielding questions from the public;
   f. Registry of non-English fluent speakers at City Hall;
3. Direct the City Manager to work with the Santa Clara Valley Water District on scheduling a joint meeting in October 2017 or prior to this year’s rains. The agenda should include updates on the following:
   b. Stream channel maintenance; and
   c. Increased coordination with the District, particularly on data and information sharing.
4. Regular reporting on the plan progress should go before the entire City Council through that October meeting, and through subsequent Council meetings prior to and after this winter’s rains.

BACKGROUND

Thank you to the City Manager’s Office, the Office of Emergency Services and the many city departments who facilitated and coordinated the After Action Report with consultant Witt O’Brien.

About 200 individuals, or approximately 77 households, remain in temporary housing, we continue our commitment and focus on compassionately serving those impacted by the flood through their recovery. In addition to helping them, the very substantial work required to improve our emergency preparedness and response requires focus, planning, resources and collaboration. The 2017 Coyote Creek Flood After Action Review includes a total of 10 broad findings, 43 sub-findings and 114 high priority recommendations and over 100 medium and low priority recommendations. With such a high volume of priority action items, we support the staffs re-focusing of the work into the Emergency Management Roadmap and its six focus areas. Given the importance of this work and its impact on the entire city, regular reporting should occur before the entire City Council, rather than any specific committee. Additionally, the joint meeting with the Water District must occur prior to the next rainy season, so we can ensure residents we are proactively coordinating and improving systems.

There are too many to thank in one memorandum for the exceptional response and recovery work, which enabled thousands of residents without loss of life or serious injury. Nonetheless, we would like to call out the extraordinary emergency response by the San Jose Fire Department, with support from SJPD and others, amid lengthy overtime shifts. We would also thank the excellent leadership of Kip Harkness in directing all the recovery efforts, with enthusiasm, purpose, and creativity. The work of individual departments also deserves recognition, particularly the efforts of our Housing Department staff—led by Jacky Morales-Ferrand, Ray Bramson, and Ann Grabowski—in managing multiple shelters and ensuring rapid rehousing of hundreds of flood victims. We also thank the work of Chu Chang’s Building and Diane Buchanan’s Code Enforcement teams, which cleared thousands of yellow- and red-tagged homes to get residents back inside, and pushed regulatory barriers out of the way to do so. Finally, our Parks team ably coordinated thousands of volunteers, to rapidly dispose of storm debris and restore a sense of normalcy to our neighborhoods.

In addition to the many staff, volunteers, and non-profit organizations that worked tirelessly to restore the quality of life of thousands of our residents afflicted by the flood, I would like to draw
special attention to those heroes on the 18th Floor who spent countless nights and long hours supporting and leading this work. In particular, Councilmembers Raul Peralez, Tam Nguyen, Vice Mayor Carrasco and the staff members of Districts 3, 7 and 5 performed admirably and tirelessly.

On the Mayor’s team, Paul Pereira performed extraordinarily -- with the assistance of Candace Le and Dylan Simon-- to initiate volunteer clean-up efforts that ultimately led to the coordination of more than 4,000 community members who generously lent their time and energy to the effort. A key unsung hero is Khanh Russo, who initiated and led fundraising efforts that netted some $6.9 million in contributions from more than 3,000 community members, through his tireless work with the Silicon Valley Community Foundation and partner non-profits. Scott Green and Ragan Henninger spearheaded efforts that our office initiated to seek California legislative approval for $5.4 million in relief dollars, coordinating efforts in various meetings with the Governor’s team, Assembly Speaker Rendon, the Senate Pro Temp Kevin de Leon, and Assemblymember Ash Kalra, and others. Special thanks to our entire San Jose delegation in Sacramento for supporting the appropriation, particularly Assemblymembers Ash Kalra, Evan Low and Senator Jim Beall. Finally, Ragan Henninger and Weston Starbird provided key support in assessing after-action improvements.

We will learn from this event, but we should feel proud of the way in which our community came together to support thousands who suffered in these floods. At a time when our nation suffers from deep divisions, San Jose has shown its character, and its soul, as one city.

The signers of this memorandum have not had, and will not have, any private conversation with any other member of the City Council, or that member’s staff, concerning any action discussed in the memorandum, and that each signer’s staff members have not had, and have been instructed not to have, any such conversation with any other member of the City Council or that member’s staff.