

Program for Public Information (PPI)

Develop a master Public Information Program (PPI) to determine the most appropriate message(s) to the residents, businesses, and visitors to Lewis County following design details for the credits in Activities 330 (Outreach Projects) and 370 (Flood Insurance Promotion). The work will follow the seven step process delineated in the *CRS Coordinator's Manual*.

The PPI would include Lewis County, Centralia, Chehalis, and other interested parties. The PPI would focus on CRS credits for the three communities that are in the Community Rating System.

Step 1: Establish a PPI Committee. Discuss the CRS criteria for Committee meetings (up to 3) and membership with staff and help the County and city identify appropriate people and a workable meeting schedule. The first meeting will be to orient the members to the process and review initial assessment findings.

Step 2: Assess the County's public information needs. Review the flooding and development situation and discuss with staff. Propose target areas and audiences for flood protection messages based on the local flooding, development, and insurance coverage conditions. Inventory existing public information and outreach efforts currently being conducted. The first draft of this work will be reviewed by the Committee at the initial meeting. Using input from that meeting, prepare a second draft.

Step 3: Formulate messages. Draft proposed messages appropriate for the target areas and audiences and desired outcomes for each message. There will be messages on flood insurance, which is a requirement for the credit. The first draft of this work will be reviewed by the Committee at the initial meeting. Using input from that meeting, prepare a second draft.

Step 4: Identify outreach projects to convey the messages. Draft a series of proposed outreach projects to deliver the identified messages to the target audiences. This may include continuing or revising public information efforts that are already being conducted. The draft will include a list of specific projects, who is responsible for each, and when they will be implemented. The first draft of this work will be reviewed by staff and then by the Committee at the initial meeting. Using input from that meeting, prepare a second draft.

Step 5: Examine other public information initiatives. Identify other public information activities in addition to outreach projects that should be coordinated with the messages in the PPI. This would include County and city websites, map information services, technical assistance to floodplain residents, etc. These will be reviewed at the initial Committee meeting. Using input from that meeting, prepare a second draft.

Step 6: Prepare the PPI document. Assemble the second drafts from Steps 2 – 5 into a master document. It will be reviewed at the second Committee meeting. It is likely that there will be a lot of additions and suggestions from the members, so a third draft will be prepared. It will be sent to the Committee members to be discussed and voted on at the third Committee meeting.

Upon the Committee vote of approval, County and city staff will submit the PPI document to the appropriate authorities for adoption by their respective governing boards.

Step 7: Implement, monitor, and evaluate the program. Implementation will be primarily up to county and city staff. We will help with drafts and technical advice, as needed.

The PPI Committee must meet at least once each year to review the implementation of the outreach projects, assess whether the desired outcomes were achieved, and what should be changed. This work is described in an evaluation report that is prepared each year, sent to the Board, and included in the annual CRS recertification.

Budget			
Step 1. Establish committee	8	\$170	\$1,360
Step 2. Assess needs	32	\$170	\$5,440
Step 3. Formulate messages	8	\$170	\$1,360
Step 4. Identify outreach projects	16	\$170	\$2,720
Step 5. Other initiatives	16	\$170	\$2,720
Step 6. Prepare the document	16	\$170	\$2,720
Step 7. Implement and evaluate	24	\$170	\$4,080
Total staff time	120		\$20,400
Printing and mailing			\$10,000
Travel			\$600
Total project			\$31,000

PPI Worksheet						
Priority Audience	Message	Outcome	Project(s)	Assignment	Schedule	Stakeholder
Priority Audience 1. Coastal floodplain residents	Topic 1 message: Find out about your flood hazard	Increase in the number of map information inquiries	320 map info service to include info on flood depths, wave heights, and past floods (320)	Floodplain manager	Start as soon as staff has the maps	
			OP 3. Presentations to five neighborhood associations	Floodplain manager	Set up the five presentations by January 31	Neighborhood associations
			OP 4. Cable TV to show the neighborhood association presentation	Floodplain manager and public information officer	Tape the first two presentations and use the best scenes	Neighborhood associations, cable TV company
			OP 5. Mailing sent each year to residents of the SFHA	Floodplain manager and public information officer	Disseminate in May, before hurricane season	
		Increase in number of webpage hits	New website page will show flood depths and LIMWA boundary (350)	Floodplain manager and webmaster	Have on line by May 1 start of hurricane season	
		Increase in the number of people getting tech assistance	Floodplain manager to explain depths, waves, and past floods when providing assistance (360)	Floodplain manager	Start as soon as staff has the maps	
	Topic 2 message: Call your insurance agent to see if you	The total number of SFHA policies	OP 1. FEMA brochure on flood insurance	Floodplain manager	Printed and displayed by Feb. 28	FEMA
			OP 2. Local insurance agents advise their clients	Insurance agency representative on the PPI committee	Explain at March 15 insurance assoc. meeting	Insurance agencies
			OP 3. Presentations to neighborhood associations	See OP 3 above	See OP 3 above	See OP 3 above

Developing a Program for Public Information for Credit under the Community Rating System of the National Flood Insurance Program



2017

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Developing a Program for Public Information

Introduction

Well-informed people make better decisions and they take steps to protect themselves from flooding by retrofitting their homes, buying flood insurance, and planning the actions they will take during the next flood. They are also more likely to support local floodplain management efforts and measures to protect the natural functions of their community's floodplain.

The CRS provides credit for a full range of public information activities that inform people about flooding and ways to address potential flood damage to their property, including map information, outreach projects, real estate disclosure, libraries, websites, providing technical advice and assistance, and promoting flood insurance. Research shows that when public information efforts are planned and coordinated, people will take steps to protect themselves from flood damage. The CRS provides additional credit for public outreach efforts that are coordinated through an adopted program for public information.

This guide covers the seven steps to preparing a program for public information (PPI) and explains how projects implemented through the PPI receive CRS credit. It is important to understand that there are no CRS credit points for preparing a PPI. The PPI credit comes in the form of bonus points added to outreach projects and other CRS public information activities, such as the website, that are included in the PPI and implemented by the community and/or other organizations or agencies.

Examples of local programs for public information can be found at www.CRSresources.org/300.

Research Findings

In the 2013 *CRS Coordinator's Manual*, the CRS introduced a new approach to coordinate public information activities and develop new activities that reflect what recent research has found to lead to more effective programs. The program for public information is credited under Activity 330 (Outreach Projects). It is built on the following findings:

- Successful public information efforts change behavior. It is not enough that people know they are in a floodprone area, they need to want to do something about it. Public information efforts need to explain what people should do about the hazard they face.
- Outreach projects and other public information efforts bring results. Research has found that floodplain residents in communities with outreach projects know more about their flood risk and are more likely to take protection measures and buy flood insurance.
- Messages need to be repeated many times before people absorb their meaning and take action.

Findings from Research on Public Information

The objective is to change behavior.

Good programs work: behavior changes.

Good programs

- ✓ Are locally tailored,
- ✓ Are positive,
- ✓ Say what people should do,
- ✓ Repeat the message,
- ✓ Repeat the message from different sources, and
- ✓ Are evaluated and revised periodically.

- Messages are more likely to be accepted if they are received from multiple and different sources. Partnerships in message delivery are more effective than going it alone (and they can be less expensive for the local government).
- Different approaches bring different results among different audiences. Programs need to be monitored, evaluated, and adjusted to ensure that they will be effective.

The Program for Public Information

A program for public information is an ongoing local effort to identify, prepare, implement, and monitor a range of public information activities that meet specific local needs. The CRS credits the implementation of public outreach PROJECTS identified in a PPI. Through the PPI planning process, projects are monitored, evaluated, and revised to improve their effectiveness.

The PPI credit criteria are found under Activity 330 in the *Coordinator's Manual*. The latest guidance is included here, along with further explanations of the credit criteria in the *Coordinator's Manual*. When a PPI is submitted for review, the criteria in this guide will be used to determine if it qualifies for CRS credit.

It is expected that a community's public information program would focus primarily on outreach projects. However, a PPI can and should include other types of information delivery. If it does, extra credit can be obtained under the following activities:

- Activity 330 (Outreach Projects),
- Activity 340 (Hazard Disclosure),
- Activity 350 (Flood Protection Information),
- Activity 360 (Flood Protection Assistance),
- Activity 370 (Flood Insurance Promotion), and
- Activity 540 (Drainage System Maintenance), publicizing dumping regulations.

CRS credit for promoting flood insurance is provided under Activity 370 (Flood Insurance Promotion). Activity 370 credit is based on the same process as the PPI, so this guide discusses how to meet both activities' criteria at the same time. Items needed only for Activity 370 credit are noted with "Activity 370 only" in parentheses. As noted above, credit for a PPI is based on the implementation of outreach PROJECTS identified in the PPI. However, credit for a coverage improvement plan (CP) under Activity 370 is provided for development of the plan. There is additional credit for implementing projects with messages that promote flood insurance pursuant to the coverage improvement plan (CPI).

For CRS credit, the PPI must be developed according to a seven-step planning and public involvement process. This process is similar to the process credited under Activity 510 (Floodplain Management Planning) and communities are encouraged to combine the two and prepare the PPI as part of their floodplain management or hazard mitigation plan.

PPI Step 1. Establish a PPI Committee

A PPI cannot be developed by one or two members of the community staff. Rather, it needs to be developed by a committee so that it can be a comprehensive initiative that assesses all the community's needs for flood-related information and coordinates all the resources that can deliver information. It should recommend a range of activities that convey information to residents, businesses, tourists, school children, and other audiences in and around the community. It should incorporate an objective review of what is being done and how public information activities could be improved.

The PPI committee is the focal point for discussions and decisions. That doesn't mean that committee members have to do all the work. The staff should draft the assessment, messages, projects, and reports for review at committee meetings.

Depending on the level of staff support and the complexity of the community's program, the PPI could be developed with as few as two or three committee meetings. It must meet at least twice: once to review the assessment (step 2) and once to review the PPI document before it is sent to the governing body (step 6). More meetings have been shown to be productive, especially where there are a lot of audiences, messages, and projects to consider.

The PPI committee has members from both inside and outside the local government. The PPI committee could be an existing committee, such as a mitigation planning committee or advisory board, or a subcommittee of an existing group, as long as it meets the membership criteria.

PPI Committee Membership

The number of participants and their identities are determined by the community, but the committee's membership must meet the following CRS criteria:

- There must be at least five people on the committee.
- There must be representation from the community's floodplain management office.
- There must be representation from the community's public information office, if there is one.
- At least half of the members must be from outside the local government ("stakeholders").
- There must be representation from the insurance industry, such as a local insurance agency (for Activity 370 credit only).
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A handout on the membership criteria for a PPI committee, "CRS Credit for Planning Committees," can be found at www.CRSresources.org/300.

In addition to the floodplain manager and public information office, community departments that could be represented include emergency management, planning, drainage, code enforcement, parks, and other offices that have programs that relate to flood protection and natural floodplain functions.

PPI Stakeholders

Recent research has shown that the more often a message is received from different sources, the more likely it is that the desired action or behavior will take place. For this reason, the CRS encourages engagement of groups and people outside the local government in planning and conducting outreach projects.

Accordingly, at least one-half of the members of the PPI committee must be representatives from outside the local government, i.e., stakeholders. These could be members of the public, representatives of key community organizations, and/or agencies and organizations that will likely implement the recommended outreach projects. Example stakeholder participants include

- Floodplain resident(s), representatives of neighborhood or homeowner associations;
- Emergency/disaster responders, e.g., Red Cross, Salvation Army;
- Utility companies (they are concerned about service and safety during disasters and many have their own newsletters or outreach programs);
- Chamber of commerce or other business organization;
- Trade associations of builders and/or contractors;
- Developers/real estate organizations;
- Environmental organizations, “Friends of the River,” etc.;
- Insurance agencies (required for Activity 370 credit); and
- Major employer(s).

Membership of the PPI Committees of Two Communities	
Town of Surfside Beach, South Carolina	Louisville–Jefferson County Metropolitan Sewer District (MSD)
<ul style="list-style-type: none"> – Senior Broker Associate, Realtor Coldwell – Banker, Chicora Real Estate – President, Surfside Realty Co. Management Services – Assistant Vice President, Mortgage Loan Officer BB&T – President, Jeff Thompson Agency, Nationwide Insurance – Principal with Carrie Johnson Insurance Agency – Floodplain resident – Director, Planning, Building & Zoning (floodplain manager and CRS Coordinator) – Public Works Director, MS4 Coordinator (public information officer) – Town Council member 	<ul style="list-style-type: none"> – Berkshire Hathaway Home Services – Logan Lavelle Hunt Insurance – Fifth Third Bank, Mortgage Loan Officer – Building Industry Association of Greater Louisville, VP of Public Affairs and Communication – Floyds Fork Environmental Association, President – Jefferson County Conservation District, Chair – Attorney – Louisville Metro Emergency Management, Resource/Mitigation Coordinator – Community Relations Administrator, MSD – Development Team Leader, MSD – Floodplain Manager and CRS Coordinator, MSD
<i>10 members, first 7 are stakeholders</i>	<i>11 members, first 7 are stakeholders</i>
<i>In some cases, it is not obvious which committee members fulfill the requirements for a floodplain manager, insurance agency, etc., so it is helpful for the PPI document to identify them, as in the case of Surfside Beach’s planning and public works directors.</i>	

Staff from other government agencies outside the community, e.g., school district, levee or flood control district, regional planning agency, state coastal management office, or the National Weather Service, can also be counted as stakeholders. However, because the objective of the PPI committee is to have non-government people have a significant say in the development of the PPI, the total number of government employees, contractors, and consultants cannot exceed 20% of the committee's stakeholder members. This does not prevent government employees and consultants from being non-voting advisors to the PPI Committee.

Bonus points are provided under Activity 330 for PPI outreach projects that are carried out in whole or in part by stakeholders, under element STK.

Unlike the credit for the committee under Activity 510 (Floodplain Management Planning), there is no proration of the PPI bonus credit if fewer than half the members are from outside the community's government. Both activities have a documentation requirement that the community provide minutes, sign-in sheets, or other confirmation of committee member participation.

Multi-jurisdictional Committees

There are occasions when CRS communities in a metropolitan area or members of a CRS Users Group would like to develop a joint or coordinated PPI. This approach has the advantage of sharing resources, avoiding duplication of effort, and capitalizing on regional media, such as a newspaper, television station, or a metropolitan organization like a county chapter of the American Red Cross or a council of governments.

This approach can also have a disadvantage if an individual community's needs are lost in the bigger operation. To avoid this, if a community wants CRS credit for a multi-jurisdictional PPI committee,

1. The community must send at least two representatives to the multi-jurisdictional committee,
2. At least half of the community's representatives must be stakeholders from outside the local government, and
3. At least half of the representatives must attend all the meetings of the committee. In effect, there must be a quorum from EACH community at EVERY meeting. Remote attendance, e.g., via a webinar that allows for everyone to talk, is acceptable.
4. The membership of a multi-jurisdictional PPI committee is shown on the next page.

Jefferson Parish, Louisiana, Multi-jurisdictional Committee Membership		
Community	Community government	Stakeholder
Jefferson Parish	<ul style="list-style-type: none"> – Director of Floodplain Mgmt & Hazard Mitigation – Floodplain Manager – Public Information Officer – Planning Department 	<ul style="list-style-type: none"> – Wright Insurance – Metro Association of Realtors – Real Estate – Resident of unincorporated area – Resident of unincorporated area – Resident of unincorporated area
City of Gretna	<ul style="list-style-type: none"> – Building Official – Floodplain Management 	<ul style="list-style-type: none"> – Gulf Coast Bank – Jemison & Partners, Inc. – Entergy (Power utility) – Daul Insurance Agency, Inc. – Real Estate
City of Harahan	<ul style="list-style-type: none"> – Regulatory Office 	<ul style="list-style-type: none"> – Harahan Resident
City of Kenner	<ul style="list-style-type: none"> – Director of Inspections & Code Enforcement – Public Information Officer 	<ul style="list-style-type: none"> – Orleans Shoring (building elevation contactor) – State Farm Insurance
City of Westwego	<ul style="list-style-type: none"> – City Clerk 	<ul style="list-style-type: none"> – Orleans Shoring – Hispanic Chambers of Commerce
Town of Jean Lafitte	<ul style="list-style-type: none"> – Town Clerk 	<ul style="list-style-type: none"> – Regions Bank – Business Owner
Advisors		<ul style="list-style-type: none"> – University of New Orleans, Parish Resident – NFIP State Coordinator's office – LSU Cooperative Extension



Jefferson Parish PPI Committee meeting

PPI Step 2. Assess the Community's Public Information Needs

Before it can develop a local program for raising public awareness about flood-related issues, the committee needs to assess its flood problem areas, identify who needs to be informed, and determine what projects are already underway. These are three of the four substeps to Step 2. The fourth substep is an assessment of flood insurance coverage, which is needed for credit under Activity 370.

The needs assessment can be prepared by the staff, but the committee as a whole must review it.

Substep 2.1. Identify Priority Areas

Priority areas are areas of the community with concerns related to floods or floodplains. They can be neighborhoods, districts, or other parts of the community with similar flooding, building, and population characteristics. It may be useful to assign names or labels to the areas, and some of them may be grouped together if they overlap or have the same characteristics. Example priority areas include

- Floodprone neighborhoods,
- Waterfront business district,
- Beachfront hotels and rental units,
- Recently flooded area,
- Repetitive loss areas,
- An area subject to an unmapped special hazard, such as ice jams or shoreline erosion, or
- An area protected by a levee or subject to flooding by a dam failure.

Some communities may have only one priority or focus area, e.g., a small town or barrier island that is substantially floodprone.

There are three products from the assessment:

- A map showing one or more areas subject to different flooding conditions,
- A description of each area, and
- The key public information concern(s) for each area.

Determining priority areas is part of the optional CRS Community Self Assessment described in Section 240 of the *Coordinator's Manual*. This on-line tool (www.CRSresources.org/200) guides the user through a series of questions to identify the characteristics of the community and of the population as they relate to the community's flood hazard. The Community Self Assessment identifies "assessment areas." Not all the identified assessment areas may warrant being priority areas for a public information program. For example, some assessment areas may be vacant, where there are no people to inform.

Once the priority areas are determined and described, the PPI needs to list the key public information concern(s) for those areas. This can be done as part of substep 2.1 or as part of the list of priority audiences in substep 2.3.

Example Priority Areas and Public Information Concerns

- Area #1 has been repetitively flooded due to its flat terrain and lack of adequate drainage. Flooding is shallow and low cost retrofitting measures can help mitigate the damage, but most homeowners are not aware of these measures.
- Area #2 is subject to deep and fast moving flooding from the Roaring River. Residents need to know the flood warning signals and safe evacuation measures.
- Many of the buildings in Area #3 are elevated one full story over wet floodproofed garages. However, it has been many years since the area has flooded and many of the first floors have been illegally converted to finished living areas. Owners and residents need to be apprised of the legal requirements, the impact of a flood on these finished areas, and how a flood insurance policy's premiums are based on the elevation of the lowest floor.
- Area #4 is protected by a levee and is not mapped as a Special Flood Hazard Area. As a result, most residents are not aware of the flood hazard, do not have flood insurance, and do not know where to go if the levee fails.
- Many of the homes in areas 2 – 4 are rentals, were purchased without mortgages, or have paid off mortgages. As a result, owners and renters in these areas need to be advised about flood insurance.

Here are two examples from local PPIs

- “V Zone Properties – ... Property owners in this zone are especially vulnerable to flood hazards because of the proximity to the ocean. The PPI Committee determined that the V zone properties should be a separate [priority] area so that they can be informed of important issues that pertain specifically to them such as coastal erosion, the vulnerability of a structure in this zone, flooding, dangers of standing water, evacuation plans, building permit requirements and protection of wildlife and habitat such as sea turtles and piping plovers....” – Hilton Head Island, SC
- “Properties located just above the SFHA (X shaded zones). The committee chose to target these areas to increase awareness that flood insurance is available even if you're not within a Special Flood Hazard Area (SFHA). They wanted the property owners to be aware of their flood zone and need for flood insurance. Water quality was also a concern of the committee in this area.” – Surfside Beach, SC

Substep 2.2. Assess Flood Insurance Coverage (Activity 370 only)

This sub-step is needed if the community wants credit under Activity 370 (Flood Insurance Promotion). It involves reviewing the current flood insurance policies in the community and identifying areas or types of properties where coverage could be improved.

The process is explained in more detail in the separate guide, *Preparing a Flood Insurance Assessment for Credit under the Community Rating System* (www.CRSresources.org/300). The guide has examples from communities that have prepared the assessments as part of their PPIs.

Substep 2.3. Determine Priority Audiences

A priority audience is a group of people who need information on one or more flood-related topics. Priority audiences can be based on the priority areas, such as residents of floodprone neighborhoods, waterfront businesses, or beachfront hotel and condominium managers.

Priority audiences can also be selected based on other reasons. Some examples would be building contractors (who need to know about mitigation measures and permit requirements), insurance agents (who need to promote flood insurance), tourists (who need to know flood warning and evacuation procedures), non-English speakers (who need information in their own languages),

drivers (who need to be reminded to “turn around, don’t drown”), and elementary school students (who can use opportunities to learn about the natural functions of floodplains).

Audiences can be people from outside the community, provided they have a direct relationship to flooding or natural floodplain functions in the community and the message explains why the recipient is receiving the message. Examples include

- Contractors or insurance agents that serve the metropolitan area,
- People upstream of the community whose actions could increase runoff or pollution, or
- Home improvement stores that serve the community.

An example of how the PPI can summarize the priority audience information is shown below. Note that the first item in the list is a priority area – the entire barrier island, which is 100% floodprone.

After reviewing the flood hazard, building types, and flood insurance data, the PPI Committee identified audiences who would benefit from information on the topics noted. These are listed in Table 5.

Table 5. [Priority] Audiences	
Audience	Topics of Information
All residents and businesses	The flood hazard; flood insurance (especially contents coverage); warning, evacuation and safety precautions; protecting natural floodplain functions
Slab-on-grade building owners	The flood hazard; flood insurance; the relation between insurance rates and level of protection; building protection measures; financial assistance for mitigation; construction regulations
Severe repetitive loss owners	The flood hazard; flood insurance; the relation between insurance rates and level of protection; building protection measures; financial assistance for mitigation; construction regulations
Visitors and seasonal renters	The flood hazard; warning, evacuation and safety precautions; protecting natural floodplain functions
Homeowner associations, condo managers, real estate agents, rental agents	Conveying messages to leaseholders and renters about the flood hazard; warning, evacuation and safety precautions; building protection measures; protecting natural floodplain functions; construction regulations
Contractors	Construction regulations; building protection measures; financial assistance for mitigation

– Pensacola Beach/Santa Rosa Island Authority Program for Public Information, page 8

Substep 2.4. Inventory other Public Information Efforts

A good plan builds on what is already being done and avoids duplication of efforts. This includes current community-based public information efforts as well as initiatives by other organizations or agencies. Other organizations and agencies need to be contacted to find out what flood-related public information activities they are implementing or plan to implement. Examples of such departments, organizations, and agencies to contact include

- The community’s public information officer;
- Community departments involved in flood protection, including public works, drainage, building, planning, and emergency management;
- Regional planning agency or council of governments;

- The office responsible for the National Pollutant Discharge Elimination System (NPDES) permit;
- Regional or metropolitan sewer, flood control, or water management district;
- State NFIP Coordinator;
- Local businesses, especially insurance agencies and banks;
- Utility companies;
- Board of Realtors®;
- Environmental and recreational organizations (e.g., Isaac Walton League, Audubon Society, hunting clubs);
- Homeowner and neighborhood associations; and
- Area newspapers, radio and television stations.

The committee needs a list of the organizations or agencies that are sending flood-related messages and the subjects covered. This job can be easier if these kinds of organizations are invited to be on the PPI committee and if members share the workload.

A multi-jurisdictional PPI's inventory will need to identify which existing public information efforts reach each participating community.

An excerpt from the Pensacola Beach PPI inventory appears below. Another good example is on pages 15 – 20 of the Louisville PPI, at www.CRSResources.org/300.

Organization	Project	Location	Flood-Related Topics	Frequency
Escambia County Division of Emergency Management	Be Ready Escambia booklet and CD	County offices	Storm safety, evacuation, insurance claims. Pages 24 – 25: flood insurance, stream dumping, permit requirement, property protection, storm surge map information	Annual
	Prepare Business for Hurricane flyer	County offices	Flood insurance, safety, property protection	Ongoing
	E-alerts	Subscribers	Warning, safety	Ongoing
	Presentations to organizations	Different groups	Evacuation, safety	Annual
	Evacuation zones postcards	Island-wide	Evacuation	Annual
	Website	Island-wide	Flood insurance, safety, evacuation	Ongoing
Univ. of West Florida Library	Library	Pensacola	Property protection, flood insurance, natural floodplain functions	Ongoing
Ballinger Publishing	Gosport Newspaper (Naval Air Station)	Newsstands	None found in recent editions	Weekly
West Florida Public Library	Library	Pensacola	Property protection, flood insurance, natural floodplain functions	Ongoing
Localedge Yellow Pages	Telephone book Yellow Pages	Island-wide	Flood insurance, protect people, protect property, building rules, flood zone determination assistance	Annual
FEMA	Flood insurance brochures	SRIA Office	Flood insurance benefit	Ongoing
Island Times	Island Times Newspaper	Newsstands	None found in recent editions	Weekly
	Trolley Times annual supplement	Island-wide	None found in recent editions	Annual
Real estate offices	Brochures, verbal information	Island-wide	Information on purchasing a home	Ongoing
Rental agencies	Verbal information	Island-wide	Information on renting a place	Ongoing
Gulf Power	Safety City, storm safety website	Island-wide	Electrical safety measures before and after a storm	Ongoing
Emerald Coast Utilities Authority (ECUA)	Newsletters	Island-wide	None found	Monthly
	Website	Island-wide	None found	Ongoing
Gulf Breeze Gas	Website	Island-wide	None found	Ongoing
Be Ready Alliance Coordinating for Emergencies (BRACE)	Disaster preparedness activities	Pensacola	Disaster preparedness, response, recovery	Ongoing
BRACE	Website	Island-wide	Disaster preparedness, response, recovery	Ongoing
Pensacola News-Journal	Hurricane Guide supplement	Subscribers	Evacuation, safety, property preparedness for wind, boat protection, flood insurance	May
	Hurricane Guide website	Island-wide	Hurricane threat, safety, property preparedness	Ongoing

PPI Step 3. Formulate Messages

For each priority audience, the PPI committee should determine what public information message is needed, considering the hazards they face, and the natural floodplain functions in their priority areas, and the characteristics of the audience. Messages are specific statements or directions that the community considers important for its audiences.

The messages must either

- Clearly state what the audience should do (e.g., “Turn around, don’t drown” or “Get a floodplain permit from”), or
- Provide some basic information with a note on where to get more information (e.g., “You may live in a floodplain. Find out by calling 555-1234” or “Information on ways to protect your property from flooding can be found at www.....”).

Messages and topics are discussed in more detail, with many examples, in “Outreach Projects for Credit under the Community Rating System,” which can be downloaded from www.CRSresources.org/300.

Six Priority Topics

Messages for CRS credit are based on one or more of six priority floodplain management topics.

1. Know your flood hazard.
2. Insure your property for your flood hazard.
3. Protect people from the hazard.
4. Protect your property from the hazard.
5. Build responsibly.
6. Protect natural floodplain functions.

Table 330-1 in the *Coordinator’s Manual* shows the six priority CRS topics and some sample messages that could be based upon them. For credit under Activity 330, at least one message must be on the topic of flood insurance.

The messages in Table 330-1 are EXAMPLES. Several FEMA programs, such as FloodSmart and RiskMAP, can provide additional guidance and examples that have been research-tested on several of the topics.

Additional Messages

The PPI committee may develop more than six messages for its priority audiences. For CRS credit, the additional messages must be related to flooding, drainage, stormwater, natural floodplain functions, or flood-related hazards. Safety messages for tornadoes (e.g., go to the basement) would not qualify, but messages that apply to both floods and other hazards (e.g., develop a family disaster plan) would qualify.

The committee may decide to devote more attention to a particular aspect of one or more of the six priority topics. For example, if the community’s assessment indicates that there is habitat suitable for endangered species within a priority area, then the committee may elect to send additional, more detailed messages about that issue to that priority audience.

For each audience, the PPI can identify up to four messages in addition to or instead of the messages under the six priority topics. The additional PPI messages are usually shown as “PPI 7,” “PPI 8,” etc.

Example: Fort Collins’ PPI had “Don’t play in flood water” as its message under Topic 3. Protect people from the hazard. The PPI Committee also wanted to advise residents to sign up for special notices of impending floods and to drive safely. It kept the Topic 3 message and added PPI message 7, “We can’t warn you, if we can’t reach you. Sign up for LETA 911.” and PPI message 10, “Turn around, don’t drown.”

Fort Collins’ message under Topic 4. Protect your property from the hazard, was “Free site visits available, schedule a home visit.” The committee wanted to include a message about inexpensive measures to reduce damage from flooding in a basement, so it added PPI message 9, “Four inches of water can mean \$10,000 of damage. Raise your valuables to higher floor levels.”

By having these messages in the PPI, Fort Collins’ projects can be credited for conveying up to ten messages. See also the worksheet on page 22.

Another example taken from Pensacola Beach’s PPI is on the next page.

Outcomes

For each message, the committee needs to determine what outcome it would like to see. Examples of outcomes from Pensacola Beach’s PPI are on the next page. Here is some guidance on outcomes.

- Outcomes are what you would like to see happen, such as a reduction in flood deaths or an increase in the number of people who know they live in a hazard area.
- Outcomes are not “outputs.” “Distribute 10,000 flyers” is NOT an outcome. Neither is “Talk to 100 homeowners.”
- Outcomes are changes in behavior. They determine whether people are doing the right thing and, therefore, whether you are making progress. They should be used by the committee to determine which projects to continue and which ones to modify or stop because the messages are not producing the desired outcome.
- To the extent possible, outcomes need to be objective, observable, and measurable. There will be cases where this is not easy to do and the committee will have to rely on the feedback staff and committee members get from their customers, neighbors, and acquaintances, rather than hard numbers collected by an agency. An example would be a message that encourages people to turn off their gas and electricity when it floods. If there is no flood, the only measure of the desired outcome might be if the committee members hear more people talking about what they will do during the next flood.

For the PPI document, credit is based on the projects implemented pursuant to the PPI. Therefore, the projects need to convey the messages that are listed in the PPI. A project with messages that are not listed in the PPI document does not receive the PPI bonus credit. Remember, there must be at least one message on flood insurance.

Excerpt from Pensacola Beach's PPI, Table 7		
Outcome	Message	CRS Topic
A. People know how deep the base flood is on their property	A1 All of Pensacola Beach is subject to flooding.	Topic 1. Know your hazard
	A2 Higher buildings are better protected and have lower flood insurance premiums. Find out how deep the base flood is at your property.	PPI 7
B. Everyone keeps their flood insurance policies – there is no drop in total coverage	B1 Make sure you have the right insurance coverage and you're paying the right premium. Talk to an insurance professional.	Topic 2. Insure your property
C. People have contents coverage	C1 Check to see that you have contents coverage	PPI 8
D. Increased number of calls for site visits	D1 Know how to protect your property from wind and water damage: Ask SRIA for a site visit to review what you can do.	Topic 4. Protect your property
E. Fewer citations or legal actions taken against improper construction	E1 There are construction rules to protect you and your neighbors. Call SRIA before you build, improve, grade, or fill your property.	Topic 5. Build responsibly
	E2 Berms and other barriers that divert water onto other properties are prohibited.	PPI 9
	E3 Call SRIA if you see construction or filling without a permit.	PPI 10

PPI Step 4. Identify Outreach Projects to Convey the Messages

Once the needed messages and desired outcomes have been agreed upon, the PPI committee should consider which media would best convey the message(s) to the priority audience(s). For each message, the PPI document lists the projects, who will do them, and when. The projects are then implemented over the following year.

Projects are scored under Activity 330 as outreach projects (OP) and flood response projects (FRP). OP projects must be implemented at least once each year. FRP projects are prepared, but not distributed until a flood comes. OP and FRP projects are scored based on the number of topics and additional PPI messages they cover.

Projects and their credits are discussed in more detail, with examples, in Outreach Projects for Credit under the Community Rating System, which can be downloaded from www.CRSresources.org/300.

Here is some guidance on projects.

- The description of each project must include who will do it and when it will be done.
- Projects can include continuing or revising existing public information and outreach efforts that are already being conducted in the community, if the PPI committee deems them effective.
- OP outreach projects do not have to be implemented by the local government. Credit can be provided for projects implemented by another government agency or a private organization, provided the community can document that the project is implemented at least once each year.

- A multi-jurisdictional PPI must identify which communities benefit from each project. Each CRS community's score is calculated separately, depending on which messages and projects apply to it. For example, an inland community would not benefit from projects oriented to beachfront audiences, nor would a community benefit from a project conducted at a shopping mall 50 miles away .
- For Activity 330 or Activity 370 credit, there must be at least one project with one or more messages on the topic of flood insurance.
- For Activity 370 only, there must be at least one project that demonstrates that the community's elected leadership encourages people to purchase or increase their flood insurance coverage. Examples of such a project include a public forum or event involving the community's governing body or a document sent to all residents and signed by the mayor. Statements at a regular meeting of the governing body are not sufficient.

Stakeholder Projects

Research has shown that the credibility and visibility of outreach messages are enhanced if they are sent by numerous different sources. Since most messages tend to come from the local government, extra credit is provided for messages that are clearly from stakeholders—someone or some group concerned with the community, but not a part of the local government. Stakeholders are described on pages 4 – 5.

Projects implemented or sponsored by a stakeholder organization can receive a 30% point multiplier under the element STK in Activity 330. The stakeholder organization does not have to be represented on the PPI committee, but the PPI document must identify which projects have stakeholder involvement. STK points do not apply to FRP projects or to projects not included in the PPI.

Examples of stakeholder projects that would receive the STK bonus credit include:

- An insurance company that publishes a brochure on flood insurance, even if it is set out at City Hall;
- A local newspaper that publishes a flood or hurricane season supplement each year;
- FEMA, if, for example, a FEMA brochure is used as an informational project;
- Schools that implement outreach activities;
- A local newspaper that publishes articles and editorials, even if they are written by community staff. However, advertisements paid for by the community do not qualify for STK credit, unless other sponsors or supporters are named in the advertisement;
- A neighborhood or civic association that sponsors and hosts a presentation by a community employee;
- A utility company that includes pertinent articles in its monthly bills; or
- Presentations made by state or FEMA staff at meetings held every year.

It needs to be clear that the message is coming from someone other than the community or is sponsored by or supported by the stakeholder. For example, when stencils are displayed on city storm drains, they send a message that appears to come from the city, even if the stencils were applied by a volunteer group. If the volunteer organization's name were in the message, however, then it would qualify for STK credit.

Examples of Outreach Projects

Informational Projects (1 point per message): Brochures, flyers, and similar documents that are made available upon request or are placed on display for people to take. These passive approaches are not sent out or disseminated to identified audiences. Examples include, but are not limited to

- Brochures or flyers made available in public places,
- A booklet made available in public places,
- A website that does not meet the WEB credit criteria under Activity 350 (Flood Protection Information).

General Outreach Projects (2 points per message): Materials that are disseminated to people who did not ask for them, presentations made to groups, and similar activities that reach out to people. Examples include, but are not limited to

- Newspaper supplements and articles;
- Newsletter articles;
- Utility bill stuffers;
- Radio and television ads or public service announcements;
- Staffed booths or displays at public functions, shopping malls, etc.;
- Flyers or booklets distributed throughout residential neighborhoods or given to visitors at a booth;
- Billboards;
- Letters, newsletters, or email messages sent to subscribers;
- Presentations to homeowners, civic, and business associations;
- Short statements posted outdoors, such as “ Don’t trash the river – that’s where we get our drinking water” and high water mark signs;
- Local television shows;
- Cable television news tickers or crawlers that display a message at the bottom of the screen;
- Programs for school children; and
- Training for citizens, such as for CERT teams or weather spotters.

Targeted Outreach Projects (6 points per message): Materials that are delivered to at least 90% of a priority audience. The project must clearly explain that the recipient’s property is subject to flooding or otherwise explain why the recipient is getting the notice. These differ from general outreach projects in that everyone in an identified audience is expected to be reached and the message is tailored to that audience. Examples include, but are not limited to

- A mailer or email sent to all properties in the floodplain or repetitive loss area(s).
- A mailer or email sent to all members of a priority audience designated in a PPI (e.g., all downtown business owners or building contractors).
- A presentation to all drivers’ education classes where the designated priority audience is students learning to drive, as explained in a PPI.

To receive credit as a project targeted to a priority audience, the PPI must identify both the audience and the project.

NOTES:

- Providing information to inquirers from a flood map is credited under Activity 320.
- Real estate disclosure projects are credited under Activity 340.
- Use of a website or library is credited under Activity 350. However, if the community’s website does not meet the credit criteria for Activity 350, it may receive credit as an informational project.
- One-on-one discussion and advice is credited under Activity 360.
- Additional credit for projects that promote flood insurance are credited under Activity 370.

Note that the last four activities receive additional credit if they are part of the PPI.

PPI Step 5. Examine other Public Information Initiatives

A PPI should not address only outreach projects. It should look at all the activities a community should pursue to inform people and motivate them to protect life and property, buy insurance, and protect natural floodplain functions. The CRS credits other public information work besides Activity 330. The PPI committee should coordinate the full range of public information programs and activities in the PPI document.

Note that if a PPI omits Step 5, or only discusses outreach projects, it will not affect approval of the PPI for bonus credit under Activity 330. It will only mean that there will be no bonus credits for the other activities listed in this section.

Related CRS Activities

The following activities should be considered when the PPI is prepared. Activities 340, 350, 360, and 540 provide additional credit if the element is described in the PPI with specific recommendations on how it should be conducted.

- **Activity 320 (Map Information Service):** The PPI committee should consider what map information should be conveyed to inquirers. For example, if protecting wetlands is a concern of the committee, the PPI should note that the Activity 320 service should advise inquirers of the location of wetlands. Brochures or flyers that explain the hazard or the flood insurance purchase requirement can be credited as informational projects. If they are given to inquirers, they can be credited as general outreach projects.
- **Activity 340 (Hazard Disclosure):** If real estate disclosure practice(s) and/or informational brochures are described in the PPI along with recommendations on their composition or use, then extra PPI credit is provided.
- **Activity 350 (Flood Protection Information):** As with outreach projects, credit for the website (WEB1) is based on the number of topics covered. If there is a PPI, the community can receive additional credit for covering up to four additional messages, instead of just six.
- **Activity 360 (Flood Protection Assistance):** The credits for the first three elements, property protection advice (PPA), advice after a site visit (PPV), and financial assistance advice (FAA), can all be increased if the services, recommended protection measures, and how the services should be delivered are described in the PPI.
- **Activity 370 (Flood Insurance Promotion):** It is recommended that the plan to improve insurance coverage be part of the PPI and be prepared by the same committee, provided that the committee meets the membership criteria for Activity 370 credit. To date, all submittals for 370 coverage improvement plans (CP) have been part of a PPI.
- **Section 504 (Repetitive Loss Area Outreach Project):** Every community with one or more repetitive loss properties must map their repetitive loss areas and send an annual notice to those areas. Such a mailing qualifies as a targeted outreach project. The PPI could identify messages in addition to those required in Section 504.
- **Activity 510 (Floodplain Management Planning):** A PPI committee can qualify for the public planning committee. Floodplain management planning (FMP) Steps 7 and 8 provide specific credit for reviewing public information activities and including such activities in the action plan. A floodplain management or hazard mitigation plan that covers all the criteria in this guide can qualify as the PPI document.

- **Activity 540 (Drainage System Maintenance)** provides credit for publicizing stream dumping regulations. The PPI bonus credit is provided if the PPI specifies the message and recommends the best way to disseminate it.
- **Activities 610 (Flood Warning and Response), 620 (Levees), and 630 (Dams)** have outreach project prerequisites. The PPI could include the needed messages and determine the best way to disseminate them. The publicity project(s) would be credited under Activity 330, as outreach projects (OP). Activity 610 also provides credit for emergency warning and flood response operations that should include the procedures needed for flood response preparations (FRP) credit.

Outreach and Publicity Prerequisites

Seven CRS activities have a prerequisite for an outreach project or publicity for a service. All seven list acceptable publicity methods and all seven note that a different method can be used, provided that the community's PPI document identifies the audience for the message and discusses the best way to reach that audience. The seven affected activities are

Activity 320 (Map Information Service),
 Activity 360 (Flood Protection Assistance),
 Activity 370 (Flood Insurance Promotion),
 Activity 540 (Drainage System Maintenance),
 Activity 610 (Flood Warning and Response),
 Activity 620 (Levees), and
 Activity 630 (Dams).

An example of a review of related CRS activities and a rationale for alternative publicity for Activities 360 (Flood Protection Assistance) and 610 (Flood Warning and Response) can be downloaded from www.CRSresources.org/300.

The table on the next page identifies which CRS activities and elements (1) have prerequisites that can be credited as OP outreach projects; (2) provide their own credit points and so cannot be duplicated as OP credits; and (3) can receive the bonus credit for being part of a PPI.

PPI Step 6. Prepare and adopt the PPI Document

The committee's work needs to be recorded in a formal written document and adopted by the community's governing body. The PPI and its annual evaluation report can be stand-alone documents or they can be sections or chapters in a floodplain management or hazard mitigation plan and its annual report.

The PPI document need not be long and complicated, as long as each of the items listed below is summarized. The Surfside Beach and Pensacola Beach examples on www.CRSResources.org/300 are 20 pages.

Document Outline

The document must show that the community has incorporated the procedures and considerations described above in preparing its PPI. The PPI document must include

1. A list of the members of the PPI committee, their affiliations, and when the committee met.

Some samples of PPI documents can be found at www.CRSresources.org/300.

CRS Credit Elements with a Public Information Component			
Activity	Element	OP Credit?	PPI Bonus?
320 (Map Information Service)	Publicizing the service	(1)	(1)
330 (Outreach Projects)	Outreach projects (OP)	Yes	Yes
	Flood response preparations (FRP)	No	Yes
	Program for public information (PPI)	–	–
	Stakeholder delivery (STK)	–	–
340 (Hazard Disclosure)	Disclosure of the flood hazard (DFH)	No	Yes
	Real estate agents' brochure (REB)	No	Yes
350 (Flood Protection Information)	Website (WEB1)	No	Yes
360 (Flood Protection Assistance)	Property protection assistance (PPA)	No	Yes
	PPA site visits (PPV)	No	Yes
	Financial assistance advice (FAA)	No	Yes
	Publicity for PPA, PPV, and/or FAA	(1)	(1)
370 (Flood Insurance Promotion)	Coverage plan implementation (CPI)	No	Yes
504 (Rep loss area outreach project)	Repetitive loss area outreach project	(1)	(1)
540 (Drainage System Maintenance)	Stream dumping regulations (SDR)	No	Yes
610 (Flood Warning and Response)	Annual outreach project prerequisite	(1)	(1)
620 (Levees)	Annual outreach project prerequisite	(1)	(1)
630 (Dams)	Annual outreach project prerequisite	(1)	(1)
(1) OP credit can be provided for the publicity or outreach project prerequisite for this element. The OP credit can also receive the PPI and STK bonus credit if the project is in the PPI.			

2. A summary of the Step 2 assessment of the local flood hazard, the community's natural floodplain functions, and the other public information activities currently being implemented within the community. The other public information activities currently being implemented need to be more than what is being done by the community—the inventory needs to include activities currently being implemented by other organizations and agencies, too. For Activity 370 credit, the flood insurance coverage assessment needs to be included.
3. A list of the priority audiences, the messages selected for each audience, and the desired outcomes of those messages. At least one message needs to pertain to flood insurance.
4. A description of each project and activity intended to be carried out, who will do it, and when it will be done. If stakeholders are involved in project delivery, they need to be listed by project for STK credit.
5. If the community wants the PPI bonus credit for its flood response preparations credit, the FRP projects need to be listed, too.
6. If the PPI bonus credit is desired for other activities, they need to be included in the document. For example, if the committee identifies homeowners as a priority audience and

retrofitting their homes as a message, the PPI should describe how the library and website (Activity 350) will provide appropriate materials and information, what kind of advice the staff should provide (Activity 360), and how that advice should be publicized.

7. The process that will be followed to monitor and evaluate the effectiveness of the public information projects must be described (see Step 7, below).

Items 3 through 6 can be done in a table format, as in the example worksheet on pages 24 – 25. Note that both outreach projects (OP#1, OP#2, etc.) and other activities that warrant the extra PPI credit (Activity 350, Activity 360, etc.) are listed as projects. Such annotations are not needed for the PPI document, but the community will need to show where items deserving CRS credit appear.

Keep in mind that the CRS credits the implementation of public outreach PROJECTS identified in a PPI. Communities will receive the PPI bonus credit based on the impact of the projects on each community. Therefore, if the PPI document is prepared by a multi-jurisdictional committee, it needs to identify how each project affects each community. This can be a list of projects by community or another column in a matrix or worksheet like the one on pages 24 – 25.

If the community wants the PPI to also qualify as a coverage improvement plan (CP) for credit under Activity 370, a draft of the document needs to be sent to the FEMA Regional Office's Insurance Specialist (called the "Insurance Liaison" in the *Coordinator's Manual*). The purpose of this is to see if the Regional Office can provide assistance or useful information. Contact information for the Regional Insurance Specialists can be obtained from the ISO/CRS Specialist or the FEMA Regional CRS Coordinator (see www.CRSresources.org/100-2.)

Adoption

The PPI document must achieve formal, official, status within the community. This is usually done by adoption or formal approval by the community's governing body. "Formal approval" means a vote by the body or office, including a vote on a consent agenda. There need not be a separate resolution. The vote is to adopt the PPI as an official plan of the community. It cannot be a vote to "accept" the PPI or state that the document has been received. It should be clear that the governing body expects the PPI to be implemented.

An alternative adoption method is a formal vote by another body that has the authority and funding to implement the program, such as a flood control district. If this alternative is used, the community must provide documentation that the other body or office has the authority and funding. The PPI must still be presented to the community's governing board, but the board does not have to act on it. Stakeholder credit (STK) is not provided for the PPI projects that are implemented by the adopting agency.

PPI Step 7. Implement, Monitor, and Evaluate the Program

As with all planning efforts, completion of the document is just the beginning. The projects need to be implemented, monitored, evaluated, and adjusted as needed. Remember, it is the implementation of projects included in the PPI that receives CRS credit. The PPI document needs to describe how the monitoring, evaluation, and adjustment will be conducted.

Evaluation

The evaluation must be conducted by the PPI committee. The staff can collect data on project implementation and make recommendations, but for continued CRS credit, the committee must review progress and agree on any changes. The committee also needs to review and approve the annual evaluation report that is submitted to the governing body and included in the community's annual CRS recertification.

This work will be more effective if the committee meets several times during the year and monitors the implementation of each outreach project.

Note that the community may use any 12-month period for its "public information year." If there is a defined hurricane or flood season, for example, the public information schedule may be tied to that. At the end of that year, the committee would conduct its annual evaluation of the PPI, produce the annual report of that evaluation, and then submit the report with its next annual CRS recertification package.

Evaluation Report

There is no required report format, but the annual report must include the following items:

1. The priority audiences, the messages, and the desired outcomes.
2. The projects in the PPI used to convey the messages.
3. Which projects were implemented.
4. Why some projects were not implemented (if any).
5. What progress was made toward the desired outcomes.
6. What should be changed (including what messages, outcomes, and projects should be revised or dropped, and what new ones should be initiated).

The annual report could use the worksheet like the one on pages 24 – 25, with added columns after each message, outcome, and project to note the status and recommendations for change.

Projects can be revised or dropped based on the evaluation report. The credit points are recalculated only if so many projects are dropped that the community may lose a class.

Updating the PPI

The community must update its PPI at least every five years. This can be a new document or an addendum to the existing document that updates the needs assessment and all sections that should be changed based on evaluations of the projects.

The PPI update will be reviewed for CRS credit according to the *Coordinator's Manual* currently in effect, not the version used when the community originally requested this credit. The update can qualify as the annual evaluation report for the year it was prepared. The updated PPI must be adopted following the same process as adoption of the original document.

If the PPI includes the flood insurance assessment (FIA) and/or the coverage improvement plan (CP) for credit under Activity 370 (Flood Insurance Promotion), the assessment part must be updated with current flood insurance data. Depending on the conclusions after reviewing the new data, the appropriate parts of the assessment and plan need to be updated, also. As with the original document, the draft of the update needs to be sent to the FEMA Regional Office's Insurance Specialist.

Documentation

In addition to the materials provided for OP and FRP credit, the following documents are needed at the verification visit:

- (a) A copy of the PPI document.
- (b) Minutes of the meetings, sign-in sheets, or other documentation of the committee members' participation.
- (c) Documentation that the PPI has been adopted by the community.

The following are needed at each subsequent verification visit and with the annual recertification:

- (a) Documentation that the PPI document has been reviewed and updated annually. This is in the form of a report, table, or spreadsheet that summarizes each outreach project, what was done, and the outcomes.
 - (b) Minutes of the meetings, sign-in sheets, or other documentation of the committee members' participation in the annual review.
- (3) At subsequent verification visits when a PPI update is due,
- (a) Documentation that the PPI document has been updated. This can be a new document or an addendum to the existing document that updates the needs assessment and all sections that should be changed based on evaluations of the projects. The update must be adopted following the same process as approval of the original document.
 - (b) Minutes of the meetings, sign-in sheets, or other documentation of the committee members' participation in the update.
 - (c) Documentation that the PPI update has been adopted by the community..

All documentation needed for stakeholder delivery credit (STK) is supplied with the OP and PPI documentation. It should be made clear in the PPI which projects are delivered by stakeholders and therefore warrant STK credit.

Receiving CRS Credit

It is important to understand that there are no CRS credit points for preparing a PPI. The PPI credit comes in the form of bonus points added to outreach projects and other CRS public information activities, such as the website, that are included in the PPI and implemented by the community and/or other organizations or agencies.

The bonus is a 40% increase in the credit under Activity 330 for outreach project (OP) and/or flood response preparations projects (FRP) that are listed in the PPI document. Other activities have different increases in credit. For example, website contents covered in the PPI will increase WEB1 credit from a maximum of 47 points to 75 points, if the website includes additional creditable topics.

If the PPI identifies stakeholders as implementing outreach projects, those projects receive a 30% STK bonus in addition to the 40% PPI bonus. STK credit is only provided for those projects and messages listed in the PPI as involving stakeholders. The stakeholder organization does not need to be on the PPI committee, but it does need to be listed in the PPI with the project.

There is no PPI bonus for projects that are not included in the PPI or for messages that are not the same message described in the PPI. Such projects and messages can still be credited under OP and FRP, but they would not get the PPI or STK bonus.

Credit for Activity 330 (Outreach Projects) is described in more detail in *Outreach Projects for Credit under the Community Rating System*. That guide shows part of a Microsoft Excel® worksheet used to calculate credit points. The complete worksheet is available at www.CRSresources.org/300-3/ and has additional columns for calculating the PPI and STK bonus points. An excerpt from Fort Collins' worksheet is shown below.

330 Outreach Project (OP) Worksheet																			
	Outreach Projects	Points per Topic	Topics Covered										Times per Year	OP	Multipliers				
			1. Hazard	2. Insure	3. People	4. Property	5. Build	6. Natural	7. Flood Warning	8. Regulations	9. Base-ment Flooding	10. Drive Safe			PPI?	PPI (OP)	STK?	STK (OP)	OP + PPI + STK
OP#1	Brochure sent to 100-year and 500-year floodplain property owners and residents	6	X	X	X	X	X	X	X	X	X	X	1	60	y	24.0	y	18.0	102.0
OP#2	Realtor, Lender, Insurance Agent, Property Manager Mailer	6	X	X			X			X			1	24	y	9.6	y	7.2	40.8
OP#3	Bus Benches	2	X									X	5	20	y	8.0	n	0.0	28.0
OP#4	High Water Markers - City trails	6	X										5	30	y	12.0	n	0.0	42.0
OP#5	High Water Markers - CSU Campus	2	X										3	6	y	2.4	y	1.8	10.2
OP#6	Trail Signs	6	X					X					5	60	y	24.0	n	0.0	84.0
OP#7	City News - Utility Billing May	2	X	X	X	X		X	X			X	1	14	y	5.6	n	0.0	19.6
OP#8	City News - Utility Billing July	2	X			X			X			X	1	8	y	3.2		0.0	11.2
OP#9	Social Media	2		X	X	X			X		X	X	5	60	y	24.0		0.0	84.0
OP#10	Flood Awareness Week Displays - Poster and Brochures	1	X	X	X	X	X	X	X	X	X	X	5	50	y	20.0	y	15.0	85.0
OP#11	Disaster Preparedness Calendar	1	X		X	X			X				1	4	y	1.6		0.0	5.6
OP#12	Community Booths/Events - City Booth	2	X	X	X	X	X	X	X	X	X	X	5	100	y	40.0	y	30.0	170.0
OP#13	Community Booths/Events - City Booth - Natural Areas	2						X					5	10	y	4.0	y	3.0	17.0
OP#14	Community Booths/Events - Wildland Restoration Volunteers	2						X					5	10	y	4.0	y	3.0	17.0
OP#15	Community Booths/Events - Red Cross	2			X							X	5	10	y	4.0	y	3.0	17.0
OP#16	Community Presentations - Red Cross	2	X										5	10	y	4.0	y	3.0	17.0
OP#17	Flood Videos - City	1	X		X	X	X	X	X			X	5	35	y	14.0	y	10.5	59.5
OP#18	Flood Videos - CSU	2	X		X	X	X	X	X			X	5	70	y	28.0	y	21.0	119.0
OP#19	CSU Housing Fair	2	X	X	X	X			X		X		1	12	y	4.8	y	3.6	20.4
OP#20	Education in Schools	6	X		X			X	X			X	5	150	y	60.0	y	45.0	255.0
OP#21													0			0.0		0.0	0.0

Review of the PPI

Before the PPI bonus credit is applied to outreach projects and other public information activities, the PPI document is reviewed by the CRS to ensure that the seven required steps have been carried out. The ISO/CRS Specialist will provide the findings of the review to the community. Some important points about this review:

- Because this guide further explains the credit criteria and includes the latest policies and guidance, the criteria in this guide will be used to determine if a submittal qualifies for PPI and STK credit.
- The reviewer only sees what is submitted. If something is not included in PPI document, the community should also submit explanatory materials. For example, if the committee member list in the PPI does not identify who is the floodplain manager, it can be so noted in a separate cover memo.
- During development of a PPI, community officials should feel free to contact their ISO/CRS Specialist with questions and/or to confirm that they are on the right track.
- It is highly recommended that communities submit drafts or even partial drafts of their PPIs for courtesy review before their document is finalized.

Examples of local programs for public information can be found at www.CRSresources.org/300.

An Example of a PPI Worksheet

PPI Worksheet						
Priority Audience	Message	Outcome	Project(s)	Assignment	Schedule	Stakeholder
Priority Audience 1. Coastal floodplain residents	Topic 1 message: Find out about your flood hazard	Increase in the number of map information inquiries	320 map info service to include info on flood depths, wave heights, and past floods (320)	Floodplain manager	Start as soon as staff has the maps	
			OP 3. Presentations to five neighborhood associations	Floodplain manager	Set up the five presentations by January 31	Neighborhood associations
			OP 4. Cable TV to show the neighborhood association presentation	Floodplain manager and public information officer	Tape the first two presentations and use the best scenes	Neighborhood associations, cable TV company
			OP 5. Mailing sent each year to residents of the SFHA	Floodplain manager and public information officer	Disseminate in May, before hurricane season	
	Topic 2 message: Call your insurance agent to see if you have flood insurance coverage	Increase in the number of webpage hits	New website page will show flood depths and LiMWA boundary (350)	Floodplain manager and webmaster	Have on line by May 1 start of hurricane season	
			Floodplain manager to explain depths, waves, and past floods when providing assistance (360)	Floodplain manager	Start as soon as staff has the maps	
		The total number of SFHA policies increases	OP 1. FEMA brochure on flood insurance	Floodplain manager	Printed and displayed by Feb. 28	FEMA
			OP 2. Local insurance agents advise their clients	Insurance agency representative on the PPI committee	Explain at March 15 insurance assoc. meeting	Insurance agencies
			OP 3. Presentations to neighborhood associations	See OP 3 above	See OP 3 above	See OP 3 above
			OP 4. Presentation on cable TV	See OP 4 above	See OP 4 above	See OP 4 above
			Website to summarize cost of typical policy and have link to FloodSmart (350)	Floodplain manager and webmaster	Have on line by May 1 start of hurricane season	

An Example of a PPI Worksheet (cont.)

PPI Worksheet						
Priority Audience	Message	Outcome	Project(s)	Assignment	Schedule	Stakeholder
Priority Audience 2: Residents of repetitive loss areas 3–9 (in X Zone)	Topic 2 message: Call your insurance agent to see if you have contents coverage	Increase in the number of flood insurance policies with contents coverage	OP 2. Local insurance agents advise their clients	See OP 2 above	See OP 2 above	See OP 2 above
			OP 3. Presentations	See OP 3 above	See OP 3 above	See OP 3
			OP 4. Cable TV	See OP 4 above	See OP 4 above	See OP 4
			Website page stresses contents coverage (350)	Floodplain manager and webmaster	Have on line by May 1	
			Floodplain manager to explain need for contents coverage when providing tech assistance (360)	Floodplain manager	Start immediately	
			OP 3. Presentations	See OP 3 above	See OP 3 above	See OP 3
			OP 4. Cable TV	See OP 4 above	See OP 4 above	See OP 4
			OP 7. Meetings with home builders association to explain retrofitting projects	Floodplain manager	Presentations at the January and April meetings	Home builders association
			Website page on how to protect from shallow flooding (350)	Floodplain manager and webmaster	Have on line by May 1	
			Floodplain manager to explain projects when providing advice (360)	Floodplain manager	Start immediately	
			OP 3. Presentations	See OP 3 above	See OP 3 above	See OP 3
			OP 4. Cable TV	See OP 4 above	See OP 4 above	See OP 4
			OP 7. Meeting to explain the rules to home builders	See OP 7 above	See OP 7 above	See OP 7
			Website page on drainage maintenance (350)	Floodplain manager and webmaster	Have on line by May 1	
			Floodplain manager to explain owner's responsibilities when providing advice (360)	Floodplain manager	Start immediately	
			OP 3, 4 and 5 to cover dumping regs (540)	See OP 3, 4, and 5	See OP 3, 4, and 5	See OP 3, 4, and 5

Scott Boettcher

From: Scott Boettcher
Sent: Thursday, August 16, 2018 3:46 AM
To: 'Lee Napier'; Erik Martin; 'Steve Mansfield'; 'Betsy.Dillin@lewiscountywa.gov'; French Wetmore
Subject: This Might Be Relevant ---- FW: Flood preparedness mailer
Attachments: Program for Public Information Proposal

Maybe some of this may be relevant to attached Public Information Program (activity 330). See below.
Scott

From: David Curtis <dcurtis@westconsultants.com>
Sent: Monday, July 30, 2018 10:11 AM
To: Scott Boettcher <scottb@sbgh-partners.com>
Subject: Flood preparedness mailer

Scott,
The Santa Clara Water District recently won an award for upgrading there flood preparedness mailer. Maybe there are some ideas to borrow for similar efforts by the FA. Here's a link to it.

http://apps2.valleywater.org/publication/flipbook/808_FloodMailer2017/mobile/index.html#p=56

Dave

David C. Curtis, Ph.D., F.EWRI
Sr. Vice President

WEST Consultants, Inc.
Water • **E**nvironmental • **S**edimentation • **T**echnology
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email: dcurtis@WESTconsultants.com
<http://www.WESTconsultants.com>

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中文 p. 16

Tiếng Việt p. 23

Santa Clara Valley
Water District



FLOOD AWARENESS GUIDE

**YOU LIVE IN A FLOODZONE.
ARE YOU FLOOD READY?**

Inside:

Preparing your home and family
What to do before, during and after
Staying informed
Report local flooding



Access an electronic copy of this document at
www.valleywater.org/floodready

Para acceder una copia electrónica de este documento, visite
www.valleywater.org/floodready

欲浏览有关防洪信息电子版, 请造访
www.valleywater.org/floodready

Văn bản này có thể truy cập tại
www.valleywater.org/floodready

Do you need flood insurance?

You are receiving this brochure because your home or business is in or near a high-risk flooding area designated as a Special Flood Hazard Area (SFHA), or a floodplain according to the Federal Emergency Management Agency (FEMA). **Your basic homeowner's insurance does not cover losses from flooding.**

Federal law requires flood insurance if you have a federally insured mortgage and your property is in an area shown on FEMA's Flood Insurance Rate Maps (FIRM), which are areas designated as being high risk for flooding during a **1 percent flood** event, or a flood that has a 1 percent chance of occurring in any given year. While the chances may seem slim, the real odds of a 1 percent flood are **greater than one in four** during the term of a 30-year mortgage.

In Santa Clara County, whether you own a house or business, or rent, you can purchase flood insurance at a discounted rate from FEMA's National Flood Insurance Program to protect your home from the hazards of flooding. When shopping for flood insurance, contact your insurance provider to ensure premiums include these discounts.

Lenders are legally responsible for determining if flood insurance is required for a loan. Call **1-888-379-9531** or go online at **www.fema.gov/national-flood-insurance-program** to find a local agent.

Typically, there's a **30-day waiting period** from date of purchase before your policy goes into effect, so don't wait until mid-winter.

For more information on flood risks, interpreting the FEMA flood maps, flood insurance or an elevation certificate for your property, contact your city's floodplain manager using the phone list on the **insert of this flyer**. The water district can also assist in providing information.

To find out if you live in a special flood hazard zone contact the Community Projects Review Unit at **408-630-2650**.

The Santa Clara Valley Water District has spent \$1 billion dollars in flood protection projects. Investing in flood protection now is our community's insurance policy for the future. You can have extra security by obtaining flood insurance today.

Looking out for floods

During a storm, it's important to stay informed on weather patterns and impacts. Nature can be unpredictable and it's important to be prepared to act quickly. Stay tuned to local news reports and keep an ear out for a flood watch or a flood warning.

Flood Watch

A flood watch is issued when flooding is possible.



It does not necessarily mean flooding will occur. During a flood watch, be alert, plan ahead and be ready to go. Know where you can get sandbags, know where you can go if flooding does occur, know a route to higher ground, and where to meet family members or how to get in touch with them. You should also have an emergency kit prepared with clothes, medicines, food and water, supplies and important documents.

Flood Warning

A flood warning means flooding will happen soon or is happening already.

If you become aware of a flood warning, you should evacuate calmly and move to higher ground immediately.



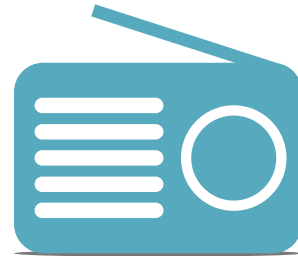
Flood preparedness tips to protect your family and home

Before



- **Purchase flood insurance, available if you own or rent your home.** Since it typically takes 30 days for the policy to take effect, don't wait until the storms arrive.
- **Prepare a family emergency plan and emergency kit for your home and car.** Store important documents and valuables in a safe deposit box. Keep your car's gas tank full. For more information visit: www.ready.gov/make-a-plan
- **Designate a family meeting spot.**
- **Learn the best route to high ground to avoid floodwaters.**
Know where to move your car to get safely to higher ground.
- **Examine your house for cracks in the foundation, exterior walls and small openings around pipes. Seal them.**
- **Gather building materials like plywood, plastic sheeting and sandbags.** For sandbags and a list of distribution locations, visit: www.valleywater.org/sandbags
- **Construct barriers to stop floodwater** from entering the building.
- **Keep rain gutters and drainage channels free of debris.**
Consider tarping or seeding any unvegetated slopes on your property.
- **Know your neighborhood streams and drainage channel locations.**
- Learn how to **turn off house utilities.**
- **Keep electrical items** such as switches, circuit breakers, sockets and wiring high **off the ground.**

During

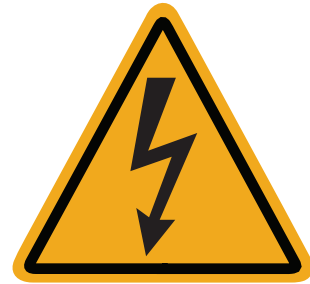


- **Tune to radio stations KCBS (740 AM), KGO (810 AM), KHZ San Jose International Airport (530 AM), and KLIV (1590 AM) for emergency information.**
- **Monitor creeks near your home** with the water district's flood watch gauge information on www.valleywater.org/floodready and on the National Weather Service's gauge observations on water.weather.gov/ahps
- **Be aware that flash flooding can occur.** If a flood is imminent, avoid low-lying areas and seek shelter on higher ground. If safe to do so, move your car as well.
- If advised to evacuate, do so immediately. **Evacuation is easier and safer before floodwaters become too deep.** Turn off utilities at the main switches or valves. Disconnect electrical appliances.
- **Do not touch electrical equipment if you are wet or standing in water.**
- **Do not try to walk, swim or play in floodwater.** Moving water is dangerous. Six inches of moving water can make you fall. If you must walk in water, walk where it is not moving. Use a stick to check the firmness of the ground in front of you and to aid in balance.
- **Do not drive into flooded areas.** If floodwaters rise around your car, abandon the car and move to higher ground. Cars can float in as little as a foot of water; two feet can carry away larger vehicles, including SUVs and pick-ups.
- If you come in contact with floodwaters, wash yourself with soap and disinfected water, as **floodwaters can be contaminated.**

Visit our website to learn how you can protect your family and property during floods.
www.valleywater.org/floodready

After

- **Listen for news reports on whether the community's water supply is safe to drink.**
- Never drive through flooded roadways. Whether driving or walking, any time you come to a flooded area, **Turn Around Don't Drown®**.
- **DO NOT walk in floodwaters.** Water may be contaminated from oil, gasoline or raw sewage. Underground or downed power lines may also have electrically charged the water.
- **Stay away from downed power lines** and report them to your power company.
- **Return home only when authorities indicate it is safe.** Do not attempt to re-enter your home before then, or you may be at risk of the building collapsing.
- **Clean and disinfect everything wet.** Mud left from floodwater can contain sewage and chemicals.
- Service damaged septic systems, including tanks, lines and leach fields as soon as possible. **Damaged sewage systems are a serious health hazard.**



Help keep creeks and storm drains flowing

A clean and healthy creek is much more than a beautiful sight. Creeks are habitat for local plants, trees and wildlife and function as natural drainage systems by carrying stormwaters away from properties and roads. Keeping creeks free of trash and debris helps keep water flowing.

Most people realize trash and chemicals should not go into a creek, but many don't know that yard waste, leaves and soil also pollute a creek and can obstruct water flow and lead to the erosion of banks. The water district repairs creek banks and levees, removes sediment from channels and cleans up illegally dumped items such as shopping carts and general litter on district-owned property or areas where the district has easement.



It is illegal to dump anything into a creek or storm drain. Help keep storm drains and creeks flowing by reporting illegal dumping. Storm drains in your street flow directly to local creeks. Cities maintain storm drain systems including the gutters, drains and pipes in the street.

To report a spill or illegal dumping in storm drains, contact your city's local floodplain manager at the numbers listed on the **insert of this flyer**. To report spills, blockages or dumping in creeks, call the water district's watershed hotline at **408-630-2378** during business hours. For spills of hazardous materials in creeks, notify the water district at the Hazardous Materials Prevention Hotline (24 hours) at **1-888-510-5151**.

You can also report any of these activities on the district's website www.valleywater.org/floodready, through the Access Valley Water customer service portal or app.

Resources

AlertSCC



Sign-up for the free “AlertSCC” Santa Clara County emergency notification system to get emergency warnings on flooding, wildfires and evacuations straight to your mobile device, email or landline. Sign up at www.alertscc.com.

ReadySCC



If you have a smartphone, **download “ReadySCC,” Santa Clara County’s emergency preparedness app** available on the Apple App Store or Google Play. With the app you can create a personalized emergency preparedness plan and emergency kit tailored to your needs, receive emergency alerts via push notifications, share your status with contacts during an emergency, and locate emergency shelters and additional resources.

Free Red Cross Flood App



Download the **free Red Cross Flood App** to get flood and flash flood watches and warning alerts for your location based on the National Oceanic Atmospheric Administration and the National Weather Service. **Text “GETFLOOD” TO 90999 or search “Red Cross Flood”** in the Apple App Store or Google Play.

Monitor Storms



Monitor storms with the water district’s real-time data on stream, reservoir and precipitation gauges and get more information on the data at www.valleywater.org/floodready. You can also monitor creeks near your home with the National Weather Service’s gauge observations on water.weather.gov/ahps.

A grayscale photograph of a flooded residential street. In the foreground, a dark-colored sedan is partially submerged in water. Further down the street, another car is visible, and the road is lined with trees and houses. The water reflects the surrounding environment.

Sandbag Locations

Know your flood risk

Can it happen here?

According to FEMA, floods are the most common natural disaster, and among the costliest. You don't need to live next-door to a creek to be flooded. Many residents are unknowingly exposed to flood risks from storms, backed-up storm drains, and runoff from overtopping creeks. The first step toward being safe from floods is knowing your risk.

You live in the COYOTE Watershed.

A watershed is the area of land that drains to a common waterway. In Santa Clara County, our creeks catch rain and runoff from fields and storm drains and carry the water north to San Francisco Bay or south to Monterey Bay.

Coyote Watershed is the county's largest watershed, including both urbanized and agricultural areas in the valley floor, and extending to the vast natural areas of the Mt. Hamilton range. This 322-square-mile area includes 16 major creeks. Coyote Creek is the main waterway in this watershed, with many streams feeding into it. It is the longest creek in the county.

This watershed has an extensive history of flooding including:

Berryessa Creek in 1982, 1983 and 1998
 Calera Creek in 1967 and 1998
 Coyote Creek in 1931, 1958, 1969, 1980, 1982, 1997, 1998 and 2017
 Fisher Creek in 1978, 1982, and 1983
 Silver Creek in 1952 and 1980
 South Babb Creek in 1978 and 1983
 Upper Silver Creek in 1992
 Upper Penitencia Creek in 1982, 1986, 1995 and 1998

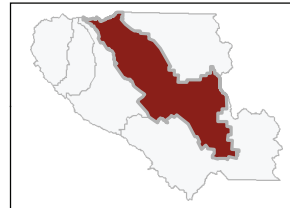
To report street flooding or blocked storm drains call:

***Morgan Hill** 408-776-7333
***Milpitas** 408-586-2600
 (After Hours) 408-586-2400
***San José** 408-794-1900
 (After Hours) 408-277-8956

Local floodplain managers:

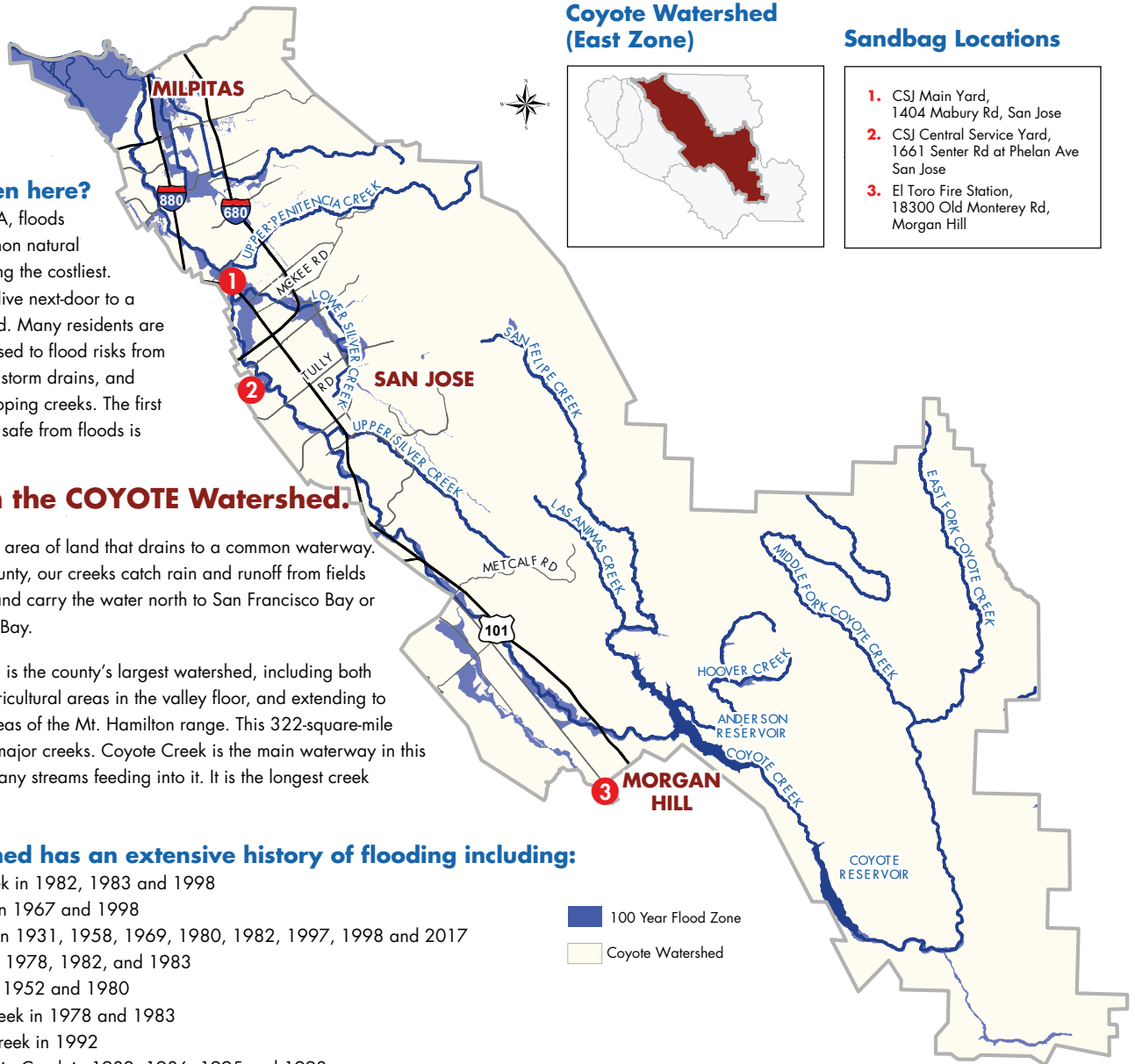
Morgan Hill 408-778-6480
Milpitas 408-586-3325
San José 408-535-7803

Coyote Watershed (East Zone)



Sandbag Locations

1. CSJ Main Yard, 1404 Mabury Rd, San Jose
2. CSJ Central Service Yard, 1661 Senter Rd at Phelan Ave San Jose
3. El Toro Fire Station, 18300 Old Monterey Rd, Morgan Hill



*These communities participate in FEMA's Community Rating System, a voluntary program that earns credits for implementing flood risk reduction and flood awareness outreach efforts. These credits earn discounts on flood insurance premiums for residents.

Know your flood risk

Can it happen here?

According to FEMA, floods are the most common natural disaster, and among the costliest. You don't need to live next-door to a creek to be flooded. Many residents are unknowingly exposed to flood risks from storms, backed-up storm drains, and runoff from overtopping creeks. The first step toward being safe from floods is knowing your risk.

You live in the GUADALUPE Watershed.

A watershed is the area of land that drains to a common waterway. In Santa Clara County, our creeks catch rain and runoff from fields and storm drains and carry the water north to San Francisco Bay or south to Monterey Bay.

The Guadalupe Watershed is the second largest watershed in the county with an area of 170-square-miles and five local reservoirs which include the Almaden, Calero, Guadalupe, Lexington, and Vasona reservoirs. The streams in this watershed run through urbanized areas of Campbell, San Jose and Santa Clara. Several creeks, including Los Gatos and Canoas creeks, feed into the Guadalupe River which runs through downtown San Jose.

This watershed has an extensive history of flooding including:

Canoas Creek in 1995

Guadalupe River in 1931, 1955, 1980, 1982 and 1983, 1995 and 1998

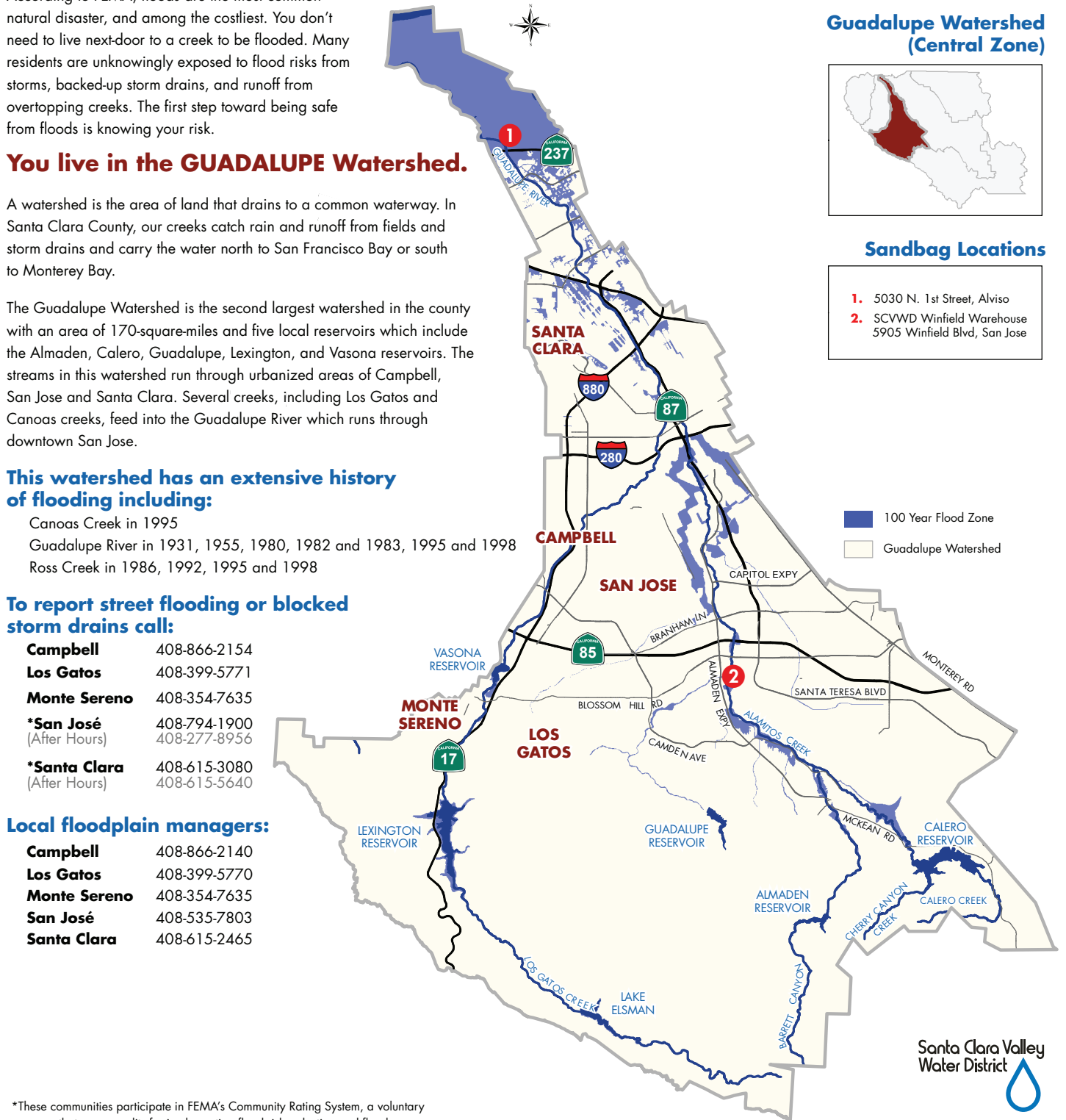
Ross Creek in 1986, 1992, 1995 and 1998

To report street flooding or blocked storm drains call:

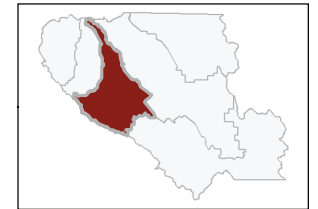
Campbell	408-866-2154
Los Gatos	408-399-5771
Monte Sereno	408-354-7635
*San José (After Hours)	408-794-1900 408-277-8956
*Santa Clara (After Hours)	408-615-3080 408-615-5640

Local floodplain managers:

Campbell	408-866-2140
Los Gatos	408-399-5770
Monte Sereno	408-354-7635
San José	408-535-7803
Santa Clara	408-615-2465



Guadalupe Watershed (Central Zone)



Sandbag Locations

1. 5030 N. 1st Street, Alviso
2. SCVWD Winfield Warehouse
5905 Winfield Blvd, San Jose

*These communities participate in FEMA's Community Rating System, a voluntary program that earns credits for implementing flood risk reduction and flood awareness outreach efforts. These credits earn discounts on flood insurance premiums for residents.



ValleyWater.org/FloodReady

Know your flood risk

Can it happen here?

According to FEMA, floods are the most common natural disaster, and among the costliest. You don't need to live next-door to a creek to be flooded. Many residents are unknowingly exposed to flood risks from storms, backed-up storm drains, and runoff from overtopping creeks. The first step toward being safe from floods is knowing your risk.

You live in the LOWER PENINSULA Watershed.

A watershed is the area of land that drains to a common waterway. In Santa Clara County, our creeks catch rain and runoff from fields and storm drains and carry the water north to San Francisco Bay or south to Monterey Bay.

The Lower Peninsula Watershed is also comprised of many small creeks which feed the tidal wetlands along the San Francisco Bay's southwest shoreline. There are many habitat restoration and fish habitat projects in this watershed to protect some of the last remaining viable steelhead trout runs in the county.

This watershed has an extensive history of flooding including:

Adobe Creek in 1980 and 1982
Hale Creek in 1998
Permanente Creek in 1955, 1958, 1963, 1968, 1995 and 1998
San Francisquito Creek in 1967, 1980, 1982, 1998 and 2012

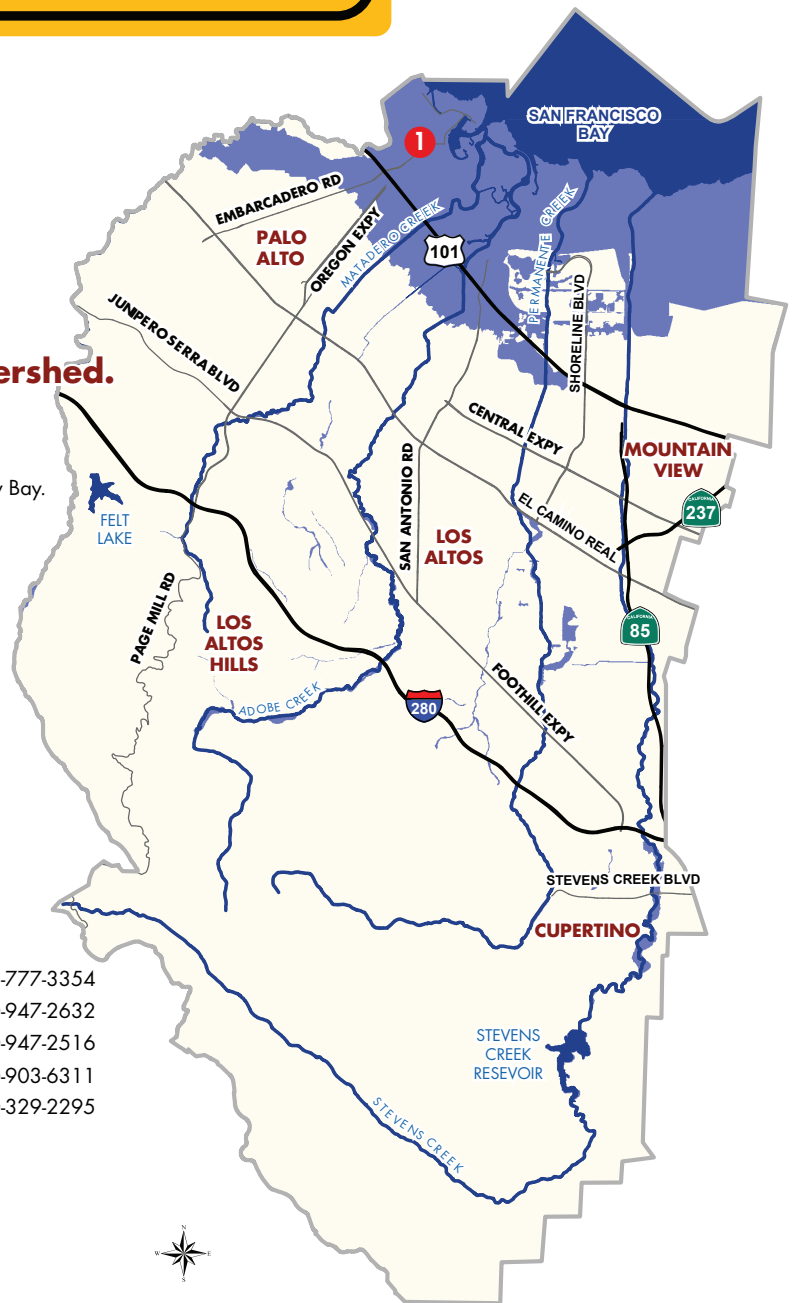
To report street flooding or blocked storm drains call:

*Cupertino	408-777-3269
(After Hours)	408-299-2507
*Los Altos	650-947-2785
(After Hours)	650-947-2827
Los Altos Hills	650-941-7222
*Mountain View	650-903-6329
*Palo Alto	650-329-2413
	650-496-6974

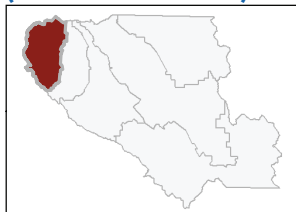
Local floodplain managers:

Cupertino	408-777-3354
Los Altos	650-947-2632
Los Altos Hills	650-947-2516
Mountain View	650-903-6311
Palo Alto	650-329-2295

*These communities participate in FEMA's Community Rating System, a voluntary program that earns credits for implementing flood risk reduction and flood awareness outreach efforts. These credits earn discounts on flood insurance premiums for residents.



Lower Peninsula Watershed (North West Zone)



Sandbag Locations

1. 1925 Embarcadero Rd

100 Year Flood Zone
Lower Peninsula Water Shed

Santa Clara Valley
Water District

ValleyWater.org/FloodReady

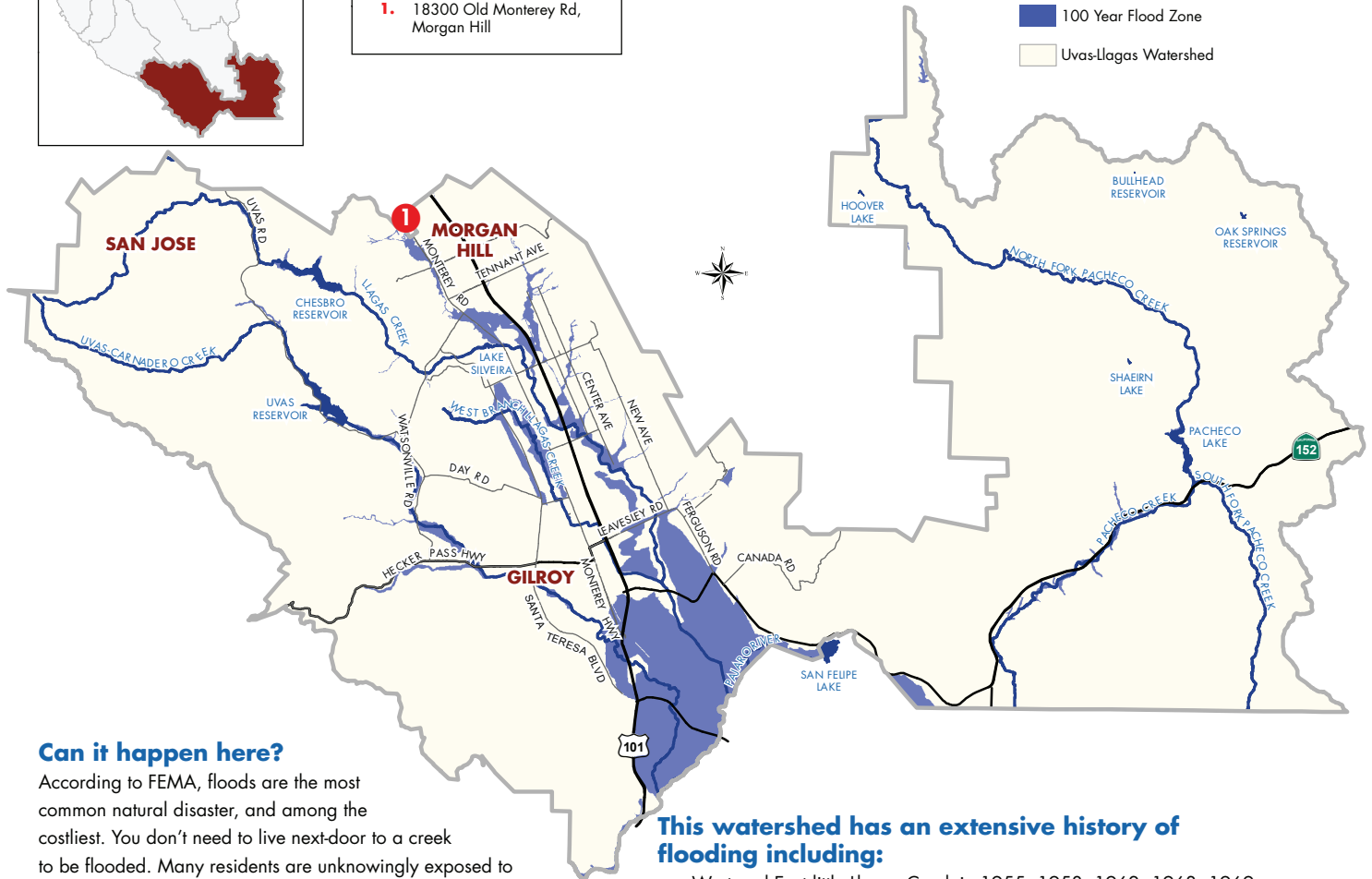
Know your flood risk

Uvas-Llagas Watershed (South Zone)



Sandbag Locations

1. El Toro Fire Station, 18300 Old Monterey Rd, Morgan Hill



Can it happen here?

According to FEMA, floods are the most common natural disaster, and among the costliest. You don't need to live next-door to a creek to be flooded. Many residents are unknowingly exposed to flood risks from storms, backed-up storm drains, and runoff from overtopping creeks. The first step toward being safe from floods is knowing your risk.

You live in the UVAS-LLAGAS Watershed.

A watershed is the area of land that drains to a common waterway. In Santa Clara County, our creeks catch rain and runoff from fields and storm drains and carry the water north to San Francisco Bay or south to Monterey Bay.

The Uvas-Llagas Watershed is the third largest watershed in the county. This watershed is distinguished by its agricultural lands and natural open areas. The creeks in this watershed are the only waterways in Santa Clara County that flow south to the Monterey Bay. While there are fewer urbanized areas in this watershed, West Little Llagas Creek tends to overflow and flood parts of downtown Morgan Hill.

This watershed has an extensive history of flooding including:

West and East little Llagas Creek in 1955, 1958, 1962, 1963, 1969, 1982, 1986, 1996 - 1998, 2002, 2008, 2009, 2011 and 2017
Tennant Creek in 1998
Uvas Creek in 1982, 1998 and 2017

To report street flooding or blocked storm drains call:

*Gilroy	408-846-0444
*Morgan Hill	408-776-7333
*San José	408-794-1900
(After Hours)	408-277-8956

Local floodplain managers:

Gilroy	408-846-0451
Morgan Hill	408-778-6480
San José	408-535-7803

*These communities participate in FEMA's Community Rating System, a voluntary program that earns credits for implementing flood risk reduction and flood awareness outreach efforts. These credits earn discounts on flood insurance premiums for residents.



ValleyWater.org/FloodReady

Know your flood risk

Can it happen here?

According to FEMA, floods are the most common natural disaster, and among the costliest. You don't need to live next-door to a creek to be flooded. Many residents are unknowingly exposed to flood risks from storms, backed-up storm drains, and runoff from overtopping creeks. The first step toward being safe from floods is knowing your risk.

You live in the WEST VALLEY Watershed.

A watershed is the area of land that drains to a common waterway. In Santa Clara County, our creeks catch rain and runoff from fields and storm drains and carry the water north to San Francisco Bay or south to Monterey Bay.

The West Valley Watershed is an 85-square-mile densely populated area with a network of multiple small creeks. It is the county's smallest watershed, but hosts seven cities and one town.

This watershed has an extensive history of flooding including:

Saratoga Creek in 1958 and 1980
San Tomas Aquino Creek in 1962 and 1998
Sunnyvale East in 1980, 1983 and 1998
Sunnyvale West in 1983

To report street flooding or blocked storm drains call:

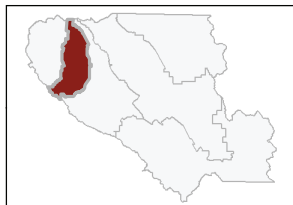
Campbell	408-866-2154
*Cupertino	408-777-3269
(After Hours)	408-299-2507
Los Gatos	408-399-5771
Monte Sereno	408-354-7635
*San José	408-794-1900
(After Hours)	408-277-8956
*Santa Clara	408-615-3080
(After Hours)	408-615-5640
Saratoga	408-868-1245
(After Hours)	408-299-2507
*Sunnyvale	408-730-7510

Local floodplain managers:

Campbell	408-866-2140
Cupertino	408-777-3354
Los Gatos	408-399-5770
Monte Sereno	408-354-7635
San José	408-535-7803
Santa Clara	408-615-2465
Saratoga	408-868-1274
Sunnyvale	408-730-7444

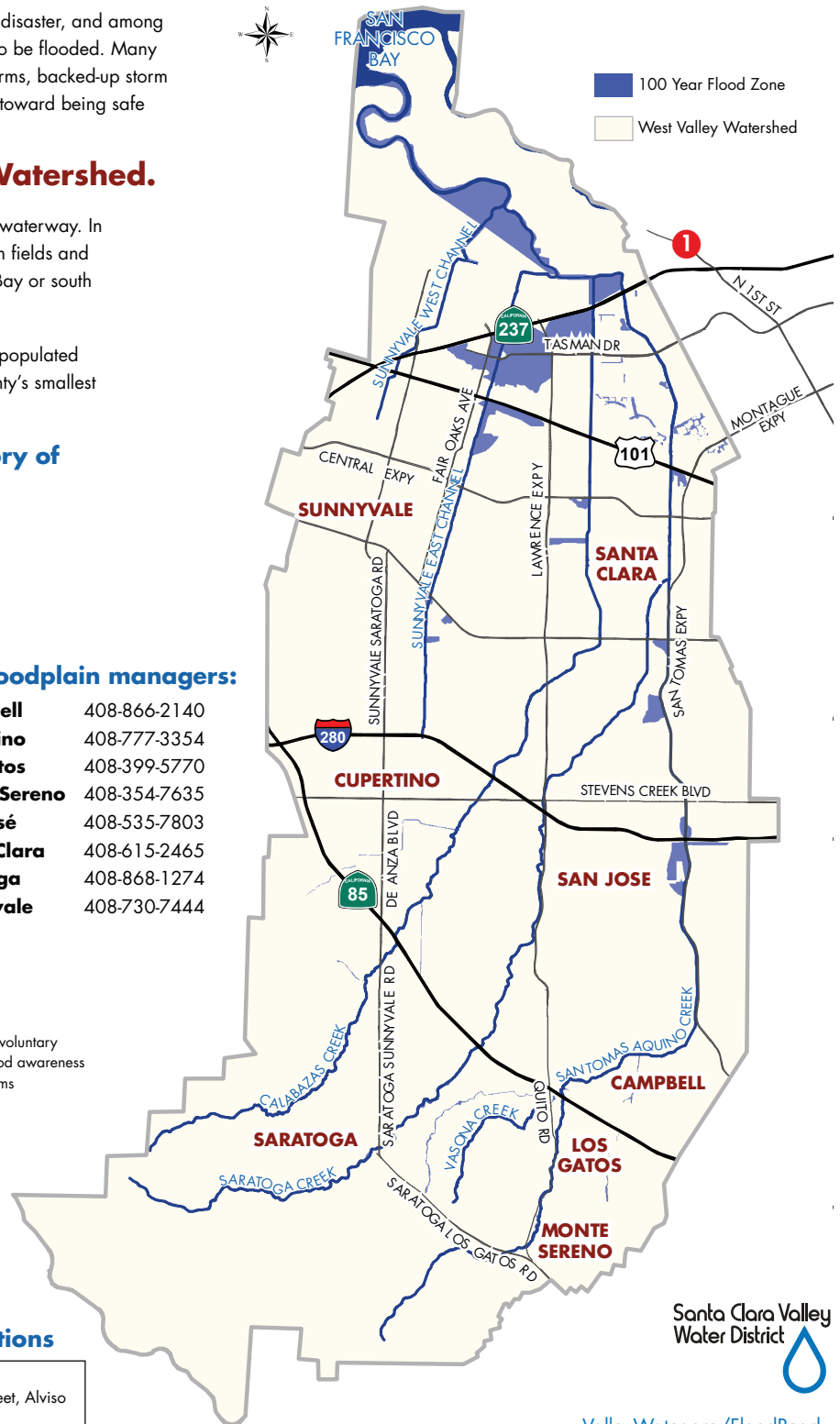
*These communities participate in FEMA's Community Rating System, a voluntary program that earns credits for implementing flood risk reduction and flood awareness outreach efforts. These credits earn discounts on flood insurance premiums for residents.

West Valley Watershed (North Central Zone)



Sandbag Locations

1. 5030 N. 1st Street, Alviso



Santa Clara Valley
Water District

ValleyWater.org/FloodReady


¿Necesita un seguro contra inundaciones?

Recibió este folleto porque su hogar o negocio está en una zona o cerca de una zona con alto riesgo de inundaciones designada Área Especial de Riesgo de Inundación (SFHA, por sus siglas en inglés), o un terreno inundable, según la Agencia Federal para la Gestión de Emergencias (FEMA). **Su seguro básico de vivienda no cubre las pérdidas ocasionadas por inundación.**

La ley federal exige un seguro contra inundaciones si usted tiene una hipoteca federal y su propiedad se encuentra en una de las áreas ubicadas en el Mapa de Tarifas de Seguro de Inundación (FIRM, por sus siglas en inglés), que han sido designadas como áreas de alto riesgo de inundación durante **una inundación del 1%**, o inundación con 1% de probabilidades de ocurrencia anual. Si bien las posibilidades parecen minúsculas, las probabilidades reales de que ocurra una inundación del 1% son **mayores que una en cuatro** durante el plazo de una hipoteca de 30 años.

En el Condado de Santa Clara, sea usted propietario de una casa o un negocio, o inquilino, puede adquirir un seguro contra inundaciones a una tarifa con descuento del Programa Nacional de Seguro Contra Inundaciones de FEMA para proteger su hogar de los peligros de una inundación. Cuando adquiera un seguro contra inundaciones, comuníquese con su proveedor para asegurarse de que las primas incluyan estos descuentos.

Los prestamistas están obligados por ley a determinar si es necesario tener un seguro contra inundaciones en el momento de otorgar un préstamo. Llame al **1-888-379-9531** o visite **www.fema.gov/national-flood-insurance-program** para encontrar un agente local.



Por lo general, hay un **período de espera de 30 días** desde la fecha de compra hasta que la póliza entra en vigor, así que no espere hasta el invierno.

Para más información sobre los riesgos de inundación, cómo leer el mapa de inundaciones de FEMA, el seguro contra inundaciones o un certificado de elevación para su propiedad, comuníquese con el administrador de terrenos inundables de su ciudad al teléfono que se encuentra en **la lista adjunta a este folleto**. El distrito de aguas también puede asistirlo y proporcionarle información.

Comuníquese con la Unidad de Revisión de Proyectos Comunitarios al **408-630-2650**.

El Distrito de Aguas del Valle de Santa Clara ha invertido 1000 millones de dólares en proyectos de protección contra inundaciones. Invertir en protección contra inundaciones ahora será la póliza de seguro de nuestra comunidad en el futuro. Puede adquirir un seguro contra inundaciones hoy y sentirse más seguro.

Esté atento a las inundaciones

Durante una tormenta, es importante mantenerse informado en cuanto a los patrones e impactos climáticos. La naturaleza puede ser impredecible, y es importante estar preparado para actuar rápido. Manténgase informado con las noticias locales y esté atento a las alertas o advertencias de inundación.

Alerta de inundación:

Las alertas de inundación se emiten cuando es posible que haya una inundación.



No necesariamente implican que vaya a ocurrir una inundación. Durante una alerta de inundación, manténgase atento, planifique y esté listo para irse. Sepa en dónde conseguir bolsas de arena, a dónde ir si ocurre una inundación, cuáles son las rutas hacia terrenos más elevados, y dónde encontrarse con sus familiares o cómo contactarse con ellos. También debe tener un kit de emergencia con ropa, medicamentos, agua y alimentos, suministros y documentos importantes.

Advertencia de inundación:

Una advertencia de inundación significa que habrá una inundación pronto o que hay una en ese momento.



Si usted recibe una advertencia de inundación, debe evacuar con calma y trasladarse a un terreno más elevado de inmediato.

Consejos sobre cómo prepararse ante una inundación para proteger a su familia y a su hogar

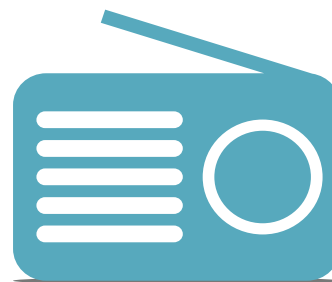
Antes

- **Compre un seguro contra inundaciones disponible si es propietario o arrendatario de una casa.** Debido a que la póliza tarda 30 días en entrar en vigor, no espere hasta que lleguen las tormentas.
- **Prepare un plan de emergencia familiar y un kit de emergencia para su hogar y para su auto.** Almacene documentos importantes y objetos de valor en una caja fuerte. Mantenga lleno el tanque de su auto. Para obtener más información, visite: www.ready.gov/make-a-plan
- **Designe un punto de encuentro familiar.**
- **Aprenda la mejor ruta hacia un terreno más elevado para evitar inundaciones.** Y sepa dónde dejar su auto para llegar a salvo a terrenos más elevados.
- **Examine su casa en busca de grietas en los cimientos, las paredes exteriores y pequeñas aberturas alrededor de la tubería. Séllelas.**
- **Junte materiales de construcción, como madera aglomerada, láminas de plástico y bolsas de arena.** Para conseguir bolsas de arena y una lista de los lugares de distribución, visite: www.valleywater.org/sandbags
- **Construya barreras para impedir que el agua de la inundación ingrese al lugar.**
- **Mantenga las canaletas y los canales de drenaje libre de desechos.** Considere cubrir con una lona las áreas sin vegetación de su propiedad o sembrar en ellas.
- **Conozca la ubicación de los riachuelos y canales de desagüe de su barrio.**
- Aprenda a **apagar los servicios de su casa.**
- **Mantenga los elementos eléctricos,** como interruptores, disyuntores, toma corrientes y **cableado lejos del suelo.**



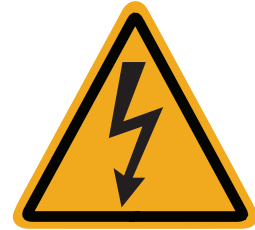
Durante

- **Sintonice las estaciones de radio KBRG (100.3) y KSOL (98.9) para obtener información de emergencia.**
- **Monitoree los arroyos cercanos a su casa** con la información sobre las mediciones de las alertas de inundaciones del distrito de aguas en **www.valleywater.org/floodready** y las observaciones de las mediciones del Servicio Meteorológico Nacional en **water.weather.gov/ahps**
- **Sepa que podría haber inundaciones repentinas.** Si una inundación es inminente, evite áreas bajas y busque refugio en terrenos más elevados. Mueva también su auto si puede hacerlo de forma segura.
- Si le aconsejan evacuar, hágalo de inmediato. **La evacuación será más fácil y segura antes de que las inundaciones sean demasiado profundas.** Apague los servicios desde los interruptores o válvulas principales. Desconecte los electrodomésticos.
- **No toque equipos eléctricos si está mojado o si hay agua en el suelo.**
- **NO intente caminar, nadar o jugar en el agua durante una inundación.** El agua en movimiento es peligrosa. Quince centímetros de agua pueden hacerlo caer. Si es necesario que camine por el agua, hágalo en aguas que no estén en movimiento. Use un palo para verificar la firmeza del suelo delante de usted y para mantener el equilibrio.
- **No conduzca en áreas inundadas.** Si el nivel del agua de la inundación se eleva alrededor de su auto, salga de este y trasládese hacia un terreno más elevado. Los autos pueden flotar en tan solo 30 cm de agua; 60 cm pueden mover vehículos, incluyendo las camionetas todo terreno y las pick-up.
- Si entra en contacto con una inundación, lávese las manos con jabón y agua desinfectada, **ya que el agua de la inundación puede estar contaminada.**



Después

- **Escuche las noticias para saber si es seguro beber del suministro de agua de la comunidad.**
- Nunca conduzca por calles inundadas. Ya sea a pie o en auto, siempre que se tope con un área inundada, **dé la vuelta y no se ahogue®.**
- **NO camine en el agua durante una inundación.** El agua podría estar contaminada con petróleo, gasolina o con aguas negras. Además, el tendido eléctrico caído podría haber electrificado el agua.
- **Manténgase alejado de los tendidos eléctricos caídos** y repórtelos a su compañía de electricidad.
- **Regrese a su casa únicamente cuando las autoridades indiquen que es seguro hacerlo.** No intente entrar a su casa antes, ya que podría exponerse al peligro de que esta se derrumbe.
- **Limpie y desinfecte todo lo que está mojado.** Los restos de lodo de la inundación podrían contener aguas residuales y químicos.
- Repare los sistemas sépticos dañados, incluyendo los tanques, las líneas y los drenajes del tanque séptico lo antes posible. **Los sistemas de desagüe dañados son un riesgo sanitario.**



Visite nuestro sitio web para aprender cómo proteger a su familia y su propiedad durante las inundaciones. www.valleywater.org/floodready

Ayude a evitar que los arroyos y los desagües de tormentas se desborden

Un arroyo limpio y saludable es mucho más que un bonito paisaje. Los arroyos son el hábitat de las plantas, árboles y fauna locales, y funcionan como sistema de drenaje natural al encauzar el agua de las tormentas lejos de las propiedades y las rutas. Mantener los arroyos sin basura ni residuos ayuda a que el agua continúe fluyendo.

La mayoría de las personas entiende que no debe verterse basura y químicos en un arroyo, pero pocos saben que los residuos del jardín, las hojas y la tierra también contaminan arroyos, y pueden obstruir el flujo de agua y erosionar los bancos. El distrito de aguas repara los bancos de los arroyos y los bordos de contención, quita los sedimentos de los canales, y limpia los artículos desechados ilegalmente, como carritos de supermercado y basura en general, en propiedades del distrito o áreas en donde el distrito tiene derecho.

Es ilegal desechar cosas en un arroyo o en los desagües de tormentas. Denuncie los desechos ilegales para ayudar a que el agua del desagüe de tormentas y los arroyos fluya. Los desagües de tormentas en su calle fluyen directamente hacia los arroyos locales. Las ciudades mantienen los sistemas de boca de tormenta, incluidas las canaletas, los drenajes y las tuberías de las calles.



Para denunciar un derrame o desecho ilegal en los desagües de tormentas, contacte al administrador de terrenos inundables local de su ciudad a los teléfonos que se encuentran en **la lista adjunta a este folleto**. Para denunciar derrames, bloqueos o desechos en arroyos, llame a la línea directa de la cuenca del distrito de aguas al **408-630-2378** en horas hábiles. Para denunciar derrames de materiales peligrosos en arroyos, notifique al distrito de aguas a través de la línea directa de prevención de materiales peligrosos (24 horas) al **1-888-510-5151**.

También puede denunciar cualquiera de estas actividades en el sitio web del distrito **www.valleywater.org/floodready**, a través de del portal de atención al cliente o la aplicación Access Valley Water.

Recursos

AlertSCC



Regístrese en el sistema de notificaciones de emergencia gratuito del Condado de Santa Clara "AlertSCC" para recibir advertencias de emergencia sobre inundaciones, incendios forestales y evacuaciones en su teléfono celular, correo electrónico o teléfono fijo. Regístrese en **www.alertscc.com**.

ReadySCC



Si tiene un celular inteligente, **descargue "ReadySCC", la aplicación de preparación ante emergencias del Condado de Santa Clara**, disponible en App Store de Apple o en Google Play. Con la aplicación, usted puede crear un plan personalizado de preparación ante emergencias y un kit de emergencias hecho a su medida, recibir alertas de emergencia por medio de notificaciones push, compartir su estado con sus contactos durante una emergencia, y localizar refugios de emergencia y recursos adicionales.

La aplicación Red Cross Flood



También considere descargar **la aplicación Red Cross Flood** para recibir alertas y advertencias de inundaciones e inundaciones repentinas en su ubicación de la Administración Nacional Oceánica y Atmosférica y el Servicio Meteorológico Nacional. **Envíe "GETFLOOD" al 90999 o busque "Red Cross Flood"** en la App Store de Apple o Google Play.

Monitoree tormentas



Monitoree tormentas con los datos en tiempo real del distrito de aguas sobre las mediciones de riachuelos, depósitos y precipitaciones, y obtenga más información sobre los datos en **www.valleywater.org/floodready**. También puede monitorear los arroyos cercanos a su hogar con las observaciones de las mediciones del Servicio Meteorológico Nacional en **water.weather.gov/ahps**.

A grayscale photograph of a flooded residential street. In the foreground, a dark-colored sedan is partially submerged in water. Further down the street, another car is visible, and the road is lined with trees and houses. The water reflects the surrounding environment.

Sandbag Locations

Conozca su riesgo de inundación

¿Podría suceder aquí?

Según FEMA, las inundaciones son el desastre natural más común y uno de los más costosos. No hace falta vivir cerca de un arroyo para sufrir una inundación. Muchos residentes están expuestos, sin saberlo, a sufrir inundaciones a causa de tormentas, los desagües de tormenta atascados y la escorrentía de los arroyos desbordados. El primer paso para estar a salvo de las inundaciones es conocer su riesgo.

Usted vive en la cuenca del COYOTE.

Una cuenca es un terreno que drena en un río común. En el Condado de Santa Clara, nuestros arroyos reciben la lluvia y la escorrentía de los campos y los desagües de tormenta, y trasladan el agua hacia el norte, hasta la bahía de San Francisco, o hacia el sur, hasta la bahía de Monterrey.

La cuenca del Coyote es la cuenca más grande del condado, que incluye las áreas urbanizadas y agrícolas del fondo del valle, y se extiende hasta las vastas áreas naturales de la cadena montañosa del monte Hamilton. Esta área de 834 kilómetros cuadrados incluye 16 grandes arroyos. El Arroyo del Coyote es el río principal de esta cuenca y tiene muchos riachuelos que lo alimentan. Es el arroyo más extenso del condado.

Esta cuenca tiene un gran historial de inundaciones, que incluyen:

- El arroyo Berryessa en 1982, 1983 y 1998
- El arroyo Calera en 1967 y 1998
- El arroyo Coyote en 1931, 1958, 1969, 1980, 1982, 1997, 1998 y 2017
- El arroyo Fisher en 1978, 1982, y 1983
- El arroyo Silver en 1952 y 1980
- El arroyo South Babb en 1978 y 1983
- El arroyo Upper Silver en 1992
- El arroyo Coyote Penitencia en 1982, 1986, 1995 y 1998

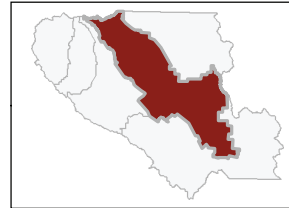
Para denunciar calles inundadas o desagües de tormenta atascados, llame a:

- *Morgan Hill** 408-776-7333
- *Milpitas** 408-586-2600
(fuera de horario) 408-586-2400
- *San José** 408-794-1900
(fuera de horario) 408-277-8956

Administrador de su cuenca local:

- Morgan Hill** 408-778-6480
- Milpitas** 408-586-3325
- San José** 408-535-7803

Cuenca del Coyote (Zona Este)



Ubicación de bolsas de arena

1. CSJ Main Yard, 1404 Mabury Rd, San Jose
2. CSJ Central Service Yard, 1661 Senter Rd at Phelan Ave San Jose
3. El Toro Fire Station, 18300 Old Monterey Rd, Morgan Hill

- Zona de inundación de los últimos 100 años
- Cuenca del Coyote

*Estas comunidades participan del Sistema de Clasificación de Comunidades de FEMA, un programa voluntario que otorga créditos por implementar estrategias de reducción de riesgo de inundación y de concientización comunitaria sobre las inundaciones. Estos créditos otorgan descuentos en primas de seguros contra inundaciones para los residentes.

Conozca su riesgo de inundación

¿Podría suceder aquí?

Según FEMA, las inundaciones son el desastre natural más común y uno de los más costosos. No hace falta vivir cerca de un arroyo para sufrir una inundación. Muchos residentes están expuestos, sin saberlo, a sufrir inundaciones a causa de tormentas, desagüe de tormentas atascados y la escorrentía de los arroyos desbordados. El primer paso para estar a salvo de las inundaciones es conocer su riesgo.

Usted vive en la cuenca del GUADALUPE.

Una cuenca es un terreno que drena en un río común. En el Condado de Santa Clara, nuestros arroyos reciben la lluvia y la escorrentía de los campos y los desagües de tormentas, y trasladan el agua hacia el norte, hasta la bahía de San Francisco, o hacia el sur, hasta la bahía de Monterrey.

La cuenca del Guadalupe es la segunda cuenca más grande del condado y cuenta con 440 kilómetros cuadrados y cinco reservas locales: Almaden, Calero, Guadalupe, Lexington y Vasona. Los riachuelos en esta cuenca corren por las áreas urbanizadas de Campbell, San José y Santa Clara. Varios arroyos, incluidos los arroyos Los Gatos y Canoas, desembocan en el río Guadalupe, que corre por el centro de San José.

Esta cuenca tiene un gran historial de inundaciones, que incluyen:

- El arroyo Canoas en 1995
- El arroyo Guadalupe en 1931, 1955, 1980, 1982 y 1983, 1995 y 1998
- El arroyo Ross en 1986, 1992, 1995 y 1998

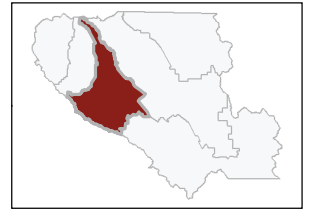
Para denunciar calles inundadas o desagües de tormentas atascados, llame a:

Campbell	408-866-2154
Los Gatos	408-399-5771
Monte Sereno	408-354-7635
*San José	408-794-1900 (fuera de horario) 408-277-8956
*Santa Clara	408-615-3080 (fuera de horario) 408-615-5640

Administrador de su cuenca local:

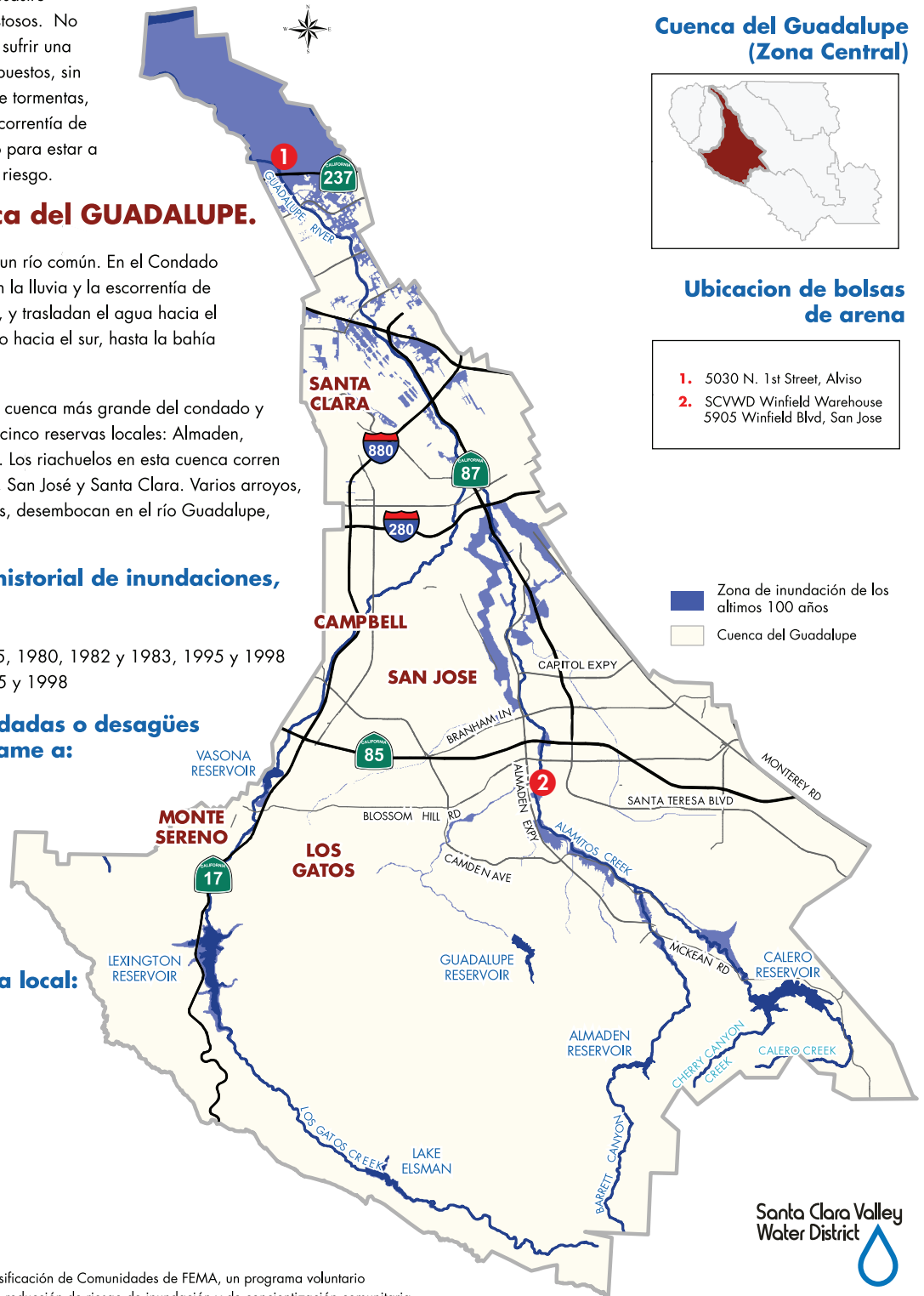
Campbell	408-866-2140
Los Gatos	408-399-5770
Monte Sereno	408-354-7635
San José	408-535-7803
Santa Clara	408-615-2465

Cuenca del Guadalupe (Zona Central)



Ubicación de bolsas de arena

1. 5030 N. 1st Street, Alviso
2. SCVWD Winfield Warehouse
5905 Winfield Blvd, San Jose



*Estas comunidades participan del Sistema de Clasificación de Comunidades de FEMA, un programa voluntario que otorga créditos por implementar estrategias de reducción de riesgo de inundación y de concientización comunitaria sobre las inundaciones. Estos créditos otorgan descuentos en primas de seguros contra inundaciones para los residentes.

Conozca su riesgo de inundación

¿Podría suceder aquí?

Según FEMA, las inundaciones son el desastre natural más común y uno de los más costosos. No hace falta vivir cerca de un arroyo para sufrir una inundación. Muchos residentes están expuestos, sin saberlo, a sufrir inundaciones a causa de tormentas, los desagües de tormenta atascados y la escorrentía de los arroyos desbordados. El primer paso para estar a salvo de las inundaciones es conocer su riesgo.

Usted vive en la cuenca de LOWER PENINSULA.

Una cuenca es un terreno que drena en un río común. En el Condado de Santa Clara, nuestros arroyos reciben la lluvia y la escorrentía de los campos y los desagües de tormentas, y trasladan el agua hacia el norte, hasta la bahía de San Francisco, o hacia el sur, hasta la bahía de Monterrey.

La cuenca de Lower Peninsula también está compuesta por pequeños arroyos que alimentan las marismas que rodean la costa suroeste de la bahía de San Francisco. Hay muchos proyectos de restauración de hábitats y hábitats de peces en esta cuenca para proteger a algunas de las últimas corrientes viables de truchas cabeza de acero que quedan en el país.

Esta cuenca tiene un gran historial de inundaciones, que incluyen:

- El arroyo Adobe en 1980 y 1982
- El arroyo Hale en 1998
- El arroyo Permanente en 1955, 1958, 1963, 1968, 1995 y 1998
- El arroyo San Francisquito en 1967, 1980, 1982, 1998 y 2012



Para denunciar calles inundadas o desagües de tormentas atascados, llame a:

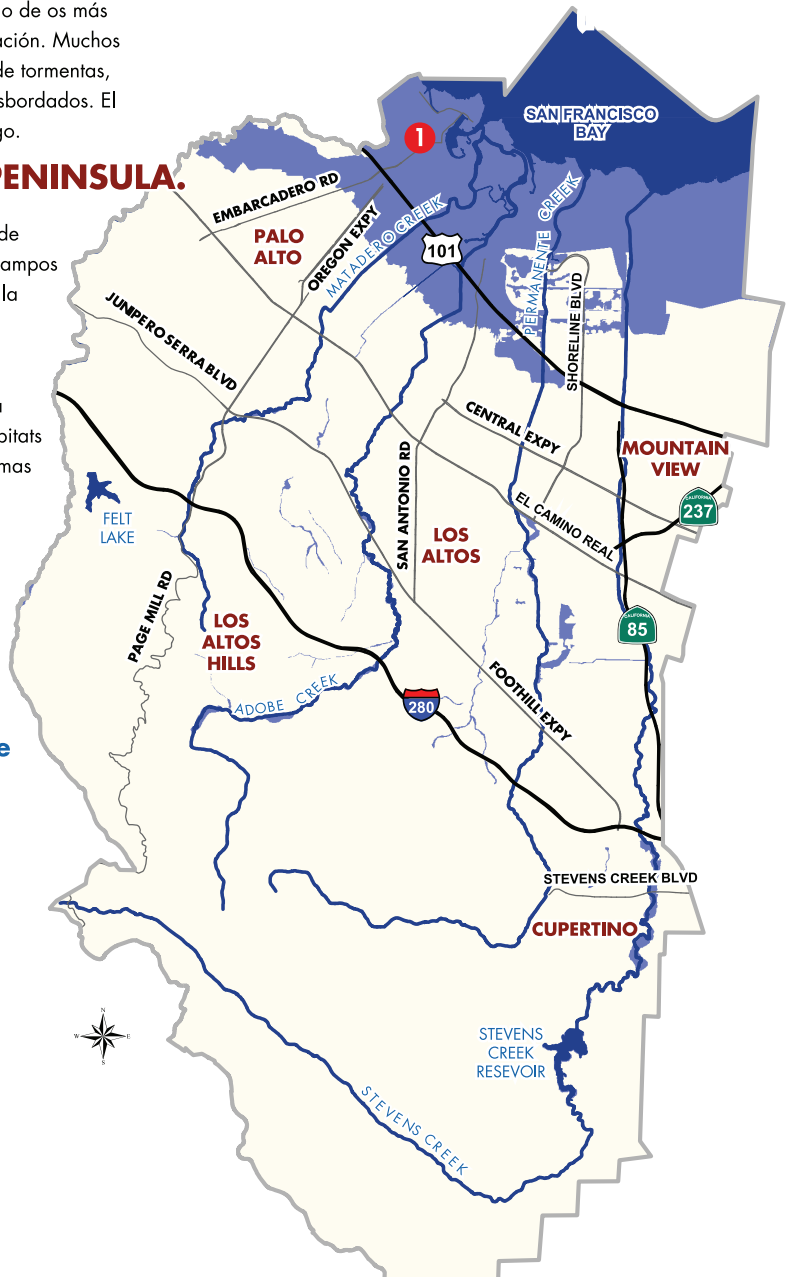
*Cupertino	408-777-3269
(fuera de horario)	408-299-2507
*Los Altos	650-947-2785
(fuera de horario)	650-947-2827
Los Altos Hills	650-941-7222
*Mountain View	650-903-6329
*Palo Alto	650-329-2413
	650-496-6974

Administrador de su cuenca local:

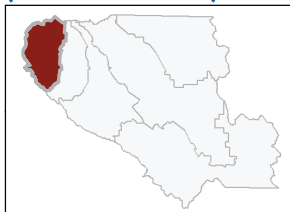
Cupertino	408-777-3354
Los Altos	650-947-2632
Los Altos Hills	650-947-2516
Mountain View	650-903-6311
Palo Alto	650-329-2295

*Estas comunidades participan del Sistema de Clasificación de Comunidades de FEMA, un programa voluntario que otorga créditos por implementar estrategias de reducción de riesgo de inundación y de concientización comunitaria sobre las inundaciones. Estos créditos otorgan descuentos en primas de seguros contra inundaciones para los residentes.

-  Zona de inundación de los últimos 100 años
-  Cuenca de Lower Peninsula baja



Cuenca de Lower Peninsula (Zona Noroeste)



Ubicación de bolsas de arena

- 1. 1925 Embarcadero Rd

Santa Clara Valley
Water District

ValleyWater.org/FloodReady

Conozca su riesgo de inundación



¿Podría suceder aquí?

Según FEMA, las inundaciones son el desastre natural más común y uno de los más costosos. No hace falta vivir cerca de un arroyo para sufrir una inundación. Muchos residentes están expuestos, sin saberlo, a sufrir inundaciones a causa de tormentas, desagües de tormentas atascados y la escorrentía de los arroyos desbordados. El primer paso para estar a salvo de las inundaciones es conocer su riesgo.

Usted vive en la cuenca de UVAS-LLAGAS.

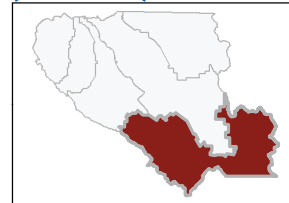
Una cuenca es un terreno que drena en un río común. En el Condado de Santa Clara, nuestros arroyos reciben la lluvia y la escorrentía de los campos y los desagües de tormentas, y trasladan el agua hacia el norte, hasta la bahía de San Francisco, o hacia el sur, hasta la bahía de Monterrey.

La cuenca de Uvas-Llagas es la tercera cuenca más grande del condado. Esta cuenca se distingue por sus tierras agrícolas y áreas libres naturales. Los arroyos de esta cuenca son los únicos ríos del Condado de Santa Clara que fluyen hacia el sur, hasta la bahía de Monterrey. Aunque hay muchas menos áreas urbanizadas en esta cuenca, el arroyo de West Little Llagas tiende a desbordarse e inundar partes del centro de Morgan Hill.

Esta cuenca tiene un gran historial de inundaciones, que incluyen:

El arroyo West y East Little Llagas en 1955, 1958, 1962, 1963, 1969, 1982, 1986, 1996-1998, 2002, 2008, 2009, 2011 y 2017
 El arroyo Tennant en 1998
 El arroyo Uvas en 1982, 1998 y 2017

Cuenca de Uvas-Llagas (Zona Sur)



Ubicación de bolsas de arena

El Toro Fire Station,
1. 18300 Old Monterey Rd,
 Morgan Hill

Para denunciar calles inundadas o desagües de tormenta atascados, llame a:

*Gilroy	408-846-0444
*Morgan Hill	408-776-7333
*San José	408-794-1900
(fuera de horario)	408-277-8956

Administrador de su cuenca local:

Gilroy	408-846-0451
Morgan Hill	408-778-6480
San José	408-535-7803

*Estas comunidades participan del Sistema de Clasificación de Comunidades de FEMA, un programa voluntario que otorga créditos por implementar estrategias de reducción de riesgo de inundación y de concientización comunitaria sobre las inundaciones. Estos créditos otorgan descuentos en primas de seguros contra inundaciones para los residentes.



ValleyWater.org/FloodReady

Conozca su riesgo de inundación

¿Podría suceder aquí?

Según FEMA, las inundaciones son el desastre natural más común y uno de los más costosos. No hace falta vivir cerca de un arroyo para sufrir una inundación. Muchos residentes están expuestos, sin saberlo, a sufrir inundaciones a causa de tormentas, desagües de tormentas atascados y la escorrentía de los arroyos desbordados. El primer paso para estar a salvo de las inundaciones es conocer su riesgo.

Usted vive en la cuenca de WEST VALLEY.

Una cuenca es un terreno que drena en un río común. En el Condado de Santa Clara, nuestros arroyos reciben la lluvia y la escorrentía de los campos y los desagües de tormentas, y trasladan el agua hacia el norte, hasta la bahía de San Francisco, o hacia el sur, hasta la bahía de Monterrey.

La cuenca de West Valley es un área de 220 kilómetros cuadrados densamente poblada y con una red de múltiples pequeños arroyos. Es la cuenca más pequeña del condado, pero tiene siete ciudades y un pueblo.

Estas cuencas tienen un gran historial de inundaciones, que incluyen:

- El arroyo Saratoga en 1958 y 1980
- El arroyo San Tomas Aquino en 1962 y 1998
- El arroyo East Sunnyvale en 1980, 1983 y 1998
- El arroyo West Sunnyvale en 1983

Para denunciar calles inundadas o desagües de tormentas atascados, llame a:

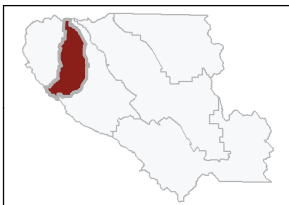
Campbell	408-866-2154
*Cupertino	408-777-3269
(después de hora)	408-299-2507
Los Gatos	408-399-5771
Monte Sereno	408-354-7635
*San José	408-794-1900
(fuera de horario)	408-277-8956
*Santa Clara	408-615-3080
(fuera de horario)	408-615-5640
Saratoga	408-868-1245
(fuera de horario)	408-299-2507
*Sunnyvale	408-730-7510

Administrador de su cuenca local:

Campbell	408-866-2140
Cupertino	408-777-3354
Los Gatos	408-399-5770
Monte Sereno	408-354-7635
San José	408-535-7803
Santa Clara	408-615-2465
Saratoga	408-868-1274
Sunnyvale	408-730-7444

*Estas comunidades participan del Sistema de Clasificación de Comunidades de FEMA, un programa voluntario que otorga créditos por implementar estrategias de reducción de riesgo de inundación y de concientización comunitaria sobre las inundaciones. Estos créditos otorgan descuentos en primas de seguros contra inundaciones para los residentes.

Cuenca de West Valley (Zona Norte Central)



Ubicación de bolsas de arena

- 5030 N. 1st Street, Alviso



Santa Clara Valley
Water District

ValleyWater.org/FloodReady

您需要购买洪灾保险吗？

我们向您发送本宣传册的原因在于：您的住所或公司位置，或邻近地区被联邦紧急事务管理署（FEMA）指定为特定洪灾风险区域（SFHA）或泛洪平原的高危洪灾区。**您的基本房主保险无法为洪灾损失提供保障。**

根据联邦法律，符合以下情况的居民需要购买洪灾保险：您已申请联邦保险抵押贷款，并且您的房产处于FEMA的洪灾保险费率图所示的地区，该图所示的地区均在1%洪灾事件期间被指定为高危洪灾区、或在任何指定年度内有**1%的洪灾发生率**。尽管该等可能性似乎微乎其微，但是1%的实际机率在30年的抵押贷款期间**大于25%**。

在圣克拉拉县，无论您拥有住房或公司，还是租房，您都可以按照FEMA国家洪灾保险计划提供的折扣率购买洪灾保险，以保护您的家庭免受洪灾的损失。在购买洪灾保险时，请联系您的保险供应商，以确保保费包含上述折扣。

贷款方需要依法承担并确定贷款是否需要购买洪灾保险。您可以拨打**1-888-379-9531**或登录**www.fema.gov/national-flood-insurance-program**，以联系当地代理商。

通常，在您的保单生效之前，从购买保险之日起会有**30天的等待期**，因此，不要错过购买洪灾保险的最佳时期。

如想了解更多关于洪灾风险、FEMA洪灾地图的解读、洪灾保险或您的房产证书相关的更多信息，请通过**本宣传册插页**上的电话列表，联系您所在城市的泛洪平原管理人员。水利局也可协助提供相关信息。

水利局也可协助提供相关信息。请拨打**408-630-2650**联系水利局社区项目审查组。

克拉拉谷水利局已对洪灾防范项目投入10亿美元，为未来提供防洪灾保障。您也可通过现在购买洪灾保险获得额外保障。

提防洪灾

在暴雨期间，随时了解气候模式和影响很重要。大自然是无法预知的，我们只有做好迅速采取行动的准备。关注当地新闻报道，并留意洪灾警戒或洪灾警告。

洪灾警戒

洪灾警戒在有可能发生洪灾时发出。

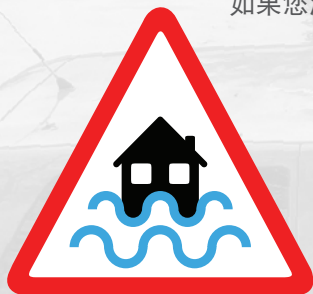


并不一定意味着将会发生洪灾。在洪灾警戒期内，请保持警觉、提前制定计划，并做好撤离准备。了解可取得沙袋的地点、当洪灾实际发生时可撤离的地点，通往高地的路线、以及与家属会合的地点或与他们取得联系的方式。您还应当准备应急工具包以及衣服、药品、食物和饮用水、补给品和重要文件。

洪灾警告

洪灾警告意味着洪灾将很快发生或已经发生。

如果您注意到洪灾警告，您应当立即冷静撤离，并转移至高地。



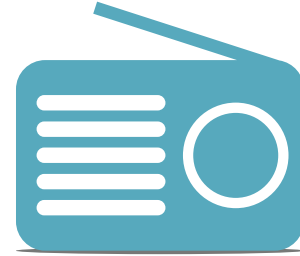
保护您的家人和住房的洪灾准备建议

洪灾爆发前



- 如果您拥有或租赁住房，购买洪灾保险。由于保单在购买之后30天才生效，请不要等到暴雨来临时再购买保险。
- 制定家庭应急计划并在车内准备应急工具包。将重要文件和贵重物品存放在保险箱中。将您的汽车油箱加满油。欲了解更多信息，可访问：www.ready.gov/make-a-plan
- 指定家人会合地点。
- 找出通往高地的最佳路线。并且知道沿着哪条路线开车可安全到达高地。
- 检查您的房屋的地基和外墙是否有裂缝、以及管道周围是否有小孔。将裂缝和孔洞密封。
- 收集建筑材料，如胶合板、塑料薄膜和沙袋。访问www.valleywater.org/sandbags，查询沙袋分布地点清单。
- 构筑屏障，以防止洪水进入建筑物。
- 清理雨水沟和排水道中的碎片。建议用苫布或植被保护斜坡。
- 了解您周围的溪流和排水道的位置。
- 了解如何关闭水，电，煤气总闸
- 电器用品，如开关、断路器、插座和线路，远离地面。

洪灾爆发期间

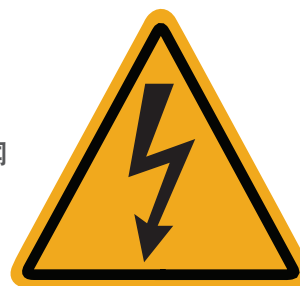


- 将广播电台调至**KCBS (740 AM), KSQQ (96.1)**收听紧急信息。
- 通过关注水利局在www.valleywater.org/floodready发布的洪灾警戒测量信息、以及国家气象局在<http://water.weather.gov/ahps/>发布的测量计观察值，监控您家附近的溪流。
- **请注意，山洪可能发生。**如果洪灾即将来临，避免在低洼区停留，请在高地上寻找避难所。在确保安全的情况下，转移您的车辆。
- 如果当局建议撤离，请立即执行。**在洪水刚到时撤离比较容易并且更加安全。**关闭水，电，煤气的总开关或总闸。
- **如果您身上有水或站在水中，请不要接触电气设备。**
- **不要试图在洪水中行走、游泳或玩耍。**流水很危险。六英寸的流水即可让您跌倒。如果您必须在水中行走，请选择水不流动的地方。使用棍棒检查您前方地面的坚固性并保持平衡。
- **不要在水淹区开车。**如果洪水的水位沿着您的车辆升高，请弃车并转移至高地。即使在水深只有一英尺的情况下，车辆也会在水面浮起；两英尺的水可卷走大型车辆，包括SUV和皮卡。
- 如果您的手接触到洪水，请使用肥皂和消毒水洗手，因为**洪水可能已受污染。**

如需了解如何在洪灾期间保护您的家人和房产，请访问我们的网站。
www.valleywater.org/floodready

洪灾爆发后

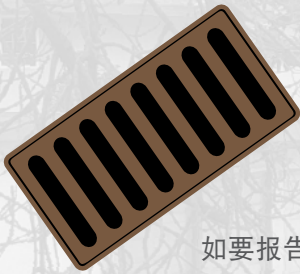
- 收听关于本社区的供水是否可安全饮用等新闻报道。
- 不要在被淹车道上驾车。不论开车还是步行，凡是遇到水淹区，立即掉头。
- 不要在洪水中行走。洪水可能被石油、汽油或未经处理污水污染。地下或水下电线可能导致洪水带电。
- 远离水下电线并向电力公司报告。
- 只有在当局表明情况安全时才能回家。不要试图在当局作出声明之前再次进入您的房屋，否则，您可能会面临建筑物倒塌的风险。
- 对一切潮湿的物体进行清理并消毒。洪水留下的泥浆可能含有污物和化学物质。
- 尽快对遭到破坏的污水系统，包括水槽和管道、以及沥滤场进行维修。遭到破坏的下水管道系统对健康有严重危害。



帮助溪流和暴雨排水道保持畅通无阻

干净清澈的溪流不仅是一道美丽的风景。溪流是当地植物、树木和野生动物的栖息地，它将雨水从房屋和道路带走，发挥自然排水系统的作用。不含垃圾和碎片的溪流有助于溪水流动。

大多数人都知道，不应当将垃圾和化学物质排入溪流，但是许多人并不了解，庭院垃圾、树叶和污物也会对溪流造成污染，阻塞水流并导致河岸腐蚀。水利局修理溪流河岸和堤岸，将沉淀物从水道中清除，并清理水利局管辖区域内的非法倾倒的物品，例如购物车和常见垃圾。



将任何物质倒入溪流或暴雨排水道属于非法行为。举报非法倾倒行为将帮助溪流和暴雨排水道保持畅通无阻。您所在街道的暴雨排水道内的水直接流入当地溪流。各个城市会对暴雨排水道系统（包括街道上的排水沟、排水道和管道）进行维护。

如要报告暴雨排水道溢出或非法倾倒的现象，请查阅**本宣传册插页**上的电话表，联系您所在市的当地泛洪平原管理人员。如欲举报溪流溢出、阻塞或倾倒垃圾的现象，请在营业时间内拨打水利局的热线：**408-630-2378**。如果溪流溢出有害物质，请随时拨打有害物质预防热线（**1-888-510-5151**）通知水利局。

您还可通过访问水利局的网站（www.valleywater.org/floodready）报告任何上述活动。

资源

AlertSCC



免费注册“AlertSCC”圣克拉拉县紧急情况通知系统，直接通过您的移动电话、电子邮件或广播接收与洪灾、野火和撤离相关的紧急警告。注册网址：www.alertscc.com。

ReadySCC



如果您有智能手机，下载“**ReadySCC**”——Apple App Store或Google Play提供的**圣克拉拉县的应急准备应用程序**。通过该应用程序，您可针对您的需求创建个性化的应急准备计划和应急工具包，接收紧急警报，在紧急情况期间与联系人分享您的状态，并找出应急避难所和额外资源所在地。

Free Red Cross Flood App



同时考虑下载**免费的红十字洪灾应用程序**，以接收国家海洋和大气管理局和国家气象局向您所在地发出的洪灾和山洪警戒和警报。编写短信“**GETFLOOD**”并发送至**90999**，或在Apple App Store或Google Play上搜索“红十字洪灾”。

Monitor Storms



根据水利局发布的与溪流、水库和降雨量监测值相关的实时数据监控暴雨情况，并通过访问www.valleywater.org/floodready获取与该等数据相关的信息。您也可通过国家气象局在water.weather.gov/ahps/发布的测量计观察值，监控您家附近的溪流。

A grayscale photograph of a flooded residential street. In the foreground, a dark-colored sedan is partially submerged in water. Further down the street, another car is visible, and the road is lined with trees and houses. The water reflects the surrounding environment.

Sandbag Locations

了解您面临的洪灾风险

您周围会发生洪灾吗？

根据联邦紧急事务管理署（FEMA）的调查，洪灾是最常见的自然灾害，也是导致损失最惨重的一种灾害。即使您不住在溪流附近，也有可能面临洪灾。许多居民在毫不知情的情况下就会遇到来自暴风雨、溢流排水道和越堤洪流的洪灾风险。针对洪灾采取的第一步安全措施是了解您所处的风险。

您居住在COYOTE流域。

流域是指将水排入常见河道的陆地区域。在圣塔克拉拉县，我们的溪流收集雨和排水道的水，并向北将水输送至旧金山湾或向南将水输送至蒙特雷湾。

Coyote流域是本县最大的流域，覆盖范围包括城区和农业区，绵延至汉密顿山脉广阔的自然区域。这片322平方英里的区域涵盖16条主要溪流。野狼溪（Coyote Creek）是本流域的主要河道，由很多小溪汇聚而成。它是本县最长的溪流。

本流域在历史上曾发生过多起洪灾，其中包括：

Berryessa Creek分别于1982年、1983年和1998年发生过洪灾
Calera Creek分别于1967年和1998年发生过洪灾
Coyote Creek分别于1931年、1958年、1969年、1980年、1982年、1997年、1998年和2017年发生过洪灾
Fisher Creek分别于1978年、1982年和1983年发生过洪灾
Silver Creek分别于1952年和1980年发生过洪灾
South Babb分别于1978年和1983年发生过洪灾
Upper Silver在1992年发生过洪灾
Coyote Penitencia Creek分别于1982年、1986年、1995年和1998年发生过洪灾

如要报告街道洪灾或暴雨排水道被堵塞的情况，请拨打：

***Morgan Hill** 408-776-7333
***Milpitas** 408-586-2600
(下班时间) 408-586-2400
***San José** 408-794-1900
(下班时间) 408-277-8956

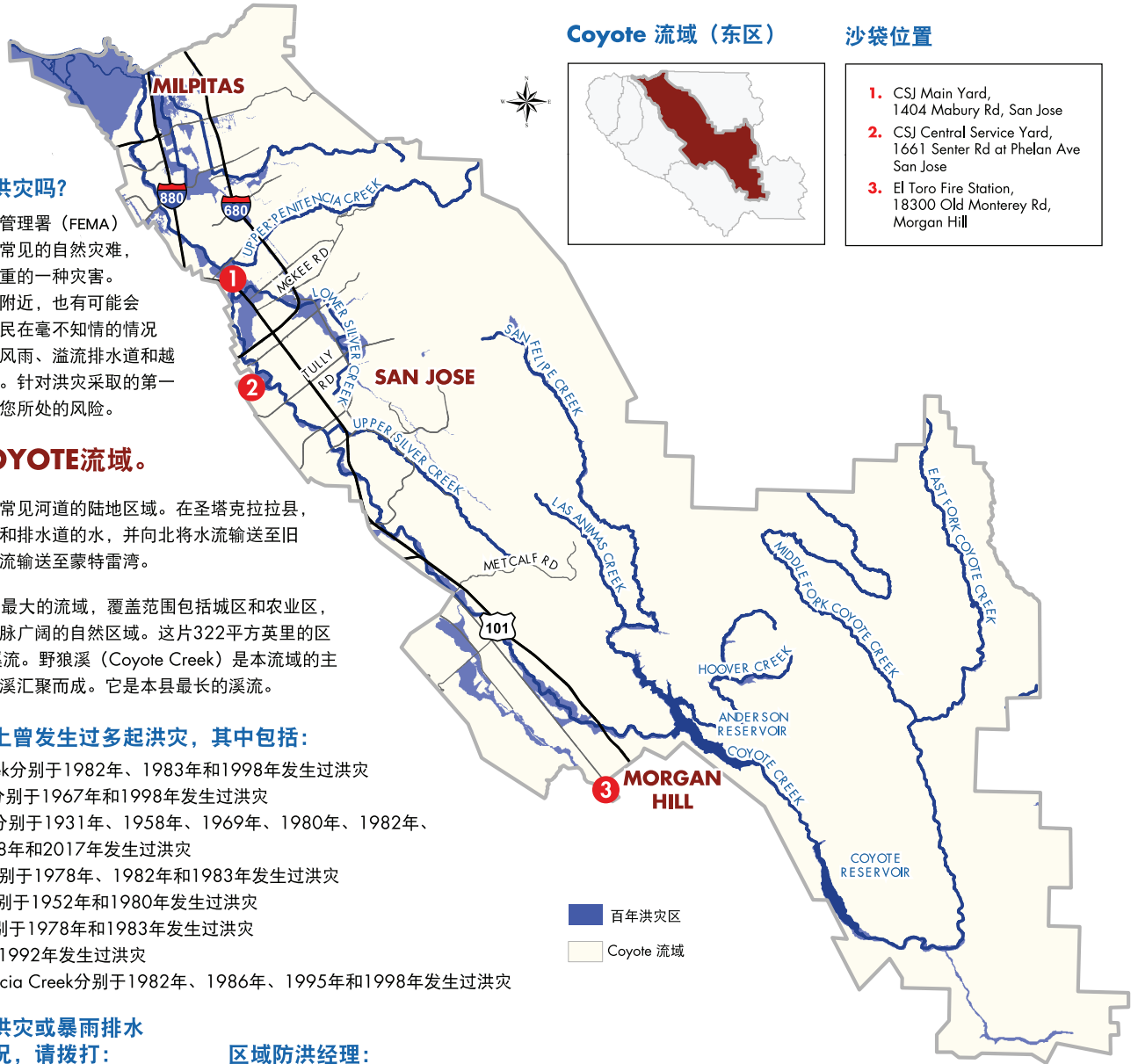
区域防洪经理：

Morgan Hill 408-778-6480
Milpitas 408-586-3325
San José 408-535-7803

Coyote 流域（东区）

沙袋位置

1. CSJ Main Yard, 1404 Mabury Rd, San Jose
2. CSJ Central Service Yard, 1661 Senter Rd at Phelan Ave San Jose
3. El Toro Fire Station, 18300 Old Monterey Rd, Morgan Hill



*上述社区参与了FEMA的社区洪灾评估系统，具体是指通过采取降低洪灾风险的措施和提高洪灾意识获取信用积分的自愿性计划。上述社区可凭借该等积分获得居民洪灾保险费折扣。



ValleyWater.org/FloodReady

了解您面临的洪灾风险

您周围会发生洪灾吗？

根据联邦紧急事务管理署（FEMA）的调查，洪灾是最常见的自然灾害，也是导致损失最惨重的一种灾害。即使您不住在溪流附近，也有可能面临洪灾。许多居民在毫不知情的情况下就会遇到来自暴风雨、溢流的排水道和越堤洪流的洪灾风险。针对洪灾采取的第一步安全措施是了解您所处的风险。

您居住在GUADALUPE流域。

流域是指将水排入常见河道的陆地区域。在圣塔克拉拉县，我们的溪流收集来自暴雨和排水道的雨水，并向北将水流输送至旧金山湾或向南将水流输送至蒙特雷湾。

Guadalupe流域是本县第二大的流域，其面积为170平方英里，有5个水库包括 Almaden、Calero、Guadalupe、Lexington 和 Vasona 水库。本流域的小溪流经Campbell、San Jose和Santa Clara的城区。包括Los Gatos和Canoas溪在内的多条溪流均汇入流经圣何塞市中心的Guadalupe河。

本流域在历史上曾发生过多起洪灾，其中包括：

Canoas Creek曾于1995年发生过洪灾
Guadalupe River分别于1931年、1955年、1980年、1982年、1983年、1995年和1998年发生过洪灾
Ross Creek分别于1986年、1992年、1995年和1998年发生过洪灾

如要上报街道洪灾或暴雨排水道被堵塞的情况，请拨打：

Campbell	408-866-2154
Los Gatos	408-399-5771
Monte Sereno	408-354-7635
*San José (下班时间)	408-794-1900 408-277-8956
*Santa Clara (下班时间)	408-615-3080 408-615-5640

区域防洪经理：

Campbell	408-866-2140
Los Gatos	408-399-5770
Monte Sereno	408-354-7635
San José	408-535-7803
Santa Clara	408-615-2465



*上述社区参与了FEMA的社区洪灾评估系统，具体是指通过采取降低洪灾风险的措施和提高洪灾意识获取信用积分的自愿性计划。上述社区可凭借该等积分获得居民洪灾保险费折扣。

Santa Clara Valley
Water District

ValleyWater.org/FloodReady

了解您面临的洪灾风险

您周围会发生洪灾吗？

根据联邦紧急事务管理署（FEMA）的调查，洪灾是最常见的自然灾害，也是导致损失最惨重的一种灾害。即使您不住在溪流附近，也有可能面临洪灾。许多居民在毫不知情的情况下就会遇到来自暴风雨、溢流的排水道和越堤洪流的洪灾风险。针对洪灾采取的第一步安全措施是了解您所处的风险。

您居住在LOWER PENINSULA 流域。

流域是指将水排入常见河道的陆地区域。在圣塔克拉拉县，我们的溪流收集来自暴雨和排水道的雨水，并向北将水流输送至旧金山湾或向南将水流输送至蒙特雷湾。

West Valley流域拥有85平方英里，是一个人口密集区，该流域遍布着多条小溪。它是本县最小的流域，但却容纳着7个城市和一个镇。

本流域在历史上曾发生过多次洪灾，其中包括：

Adobe Creek分别于1980年和1982年发生过洪灾
Hale Creek曾于1998年发生过洪灾
Permanent Creek分别于1955年、1958年、1963年、1968年、1995年和1998年发生过洪灾
San Francisquito Creek分别于1967年、1980年、1982年、1998年和2012年发生过洪灾

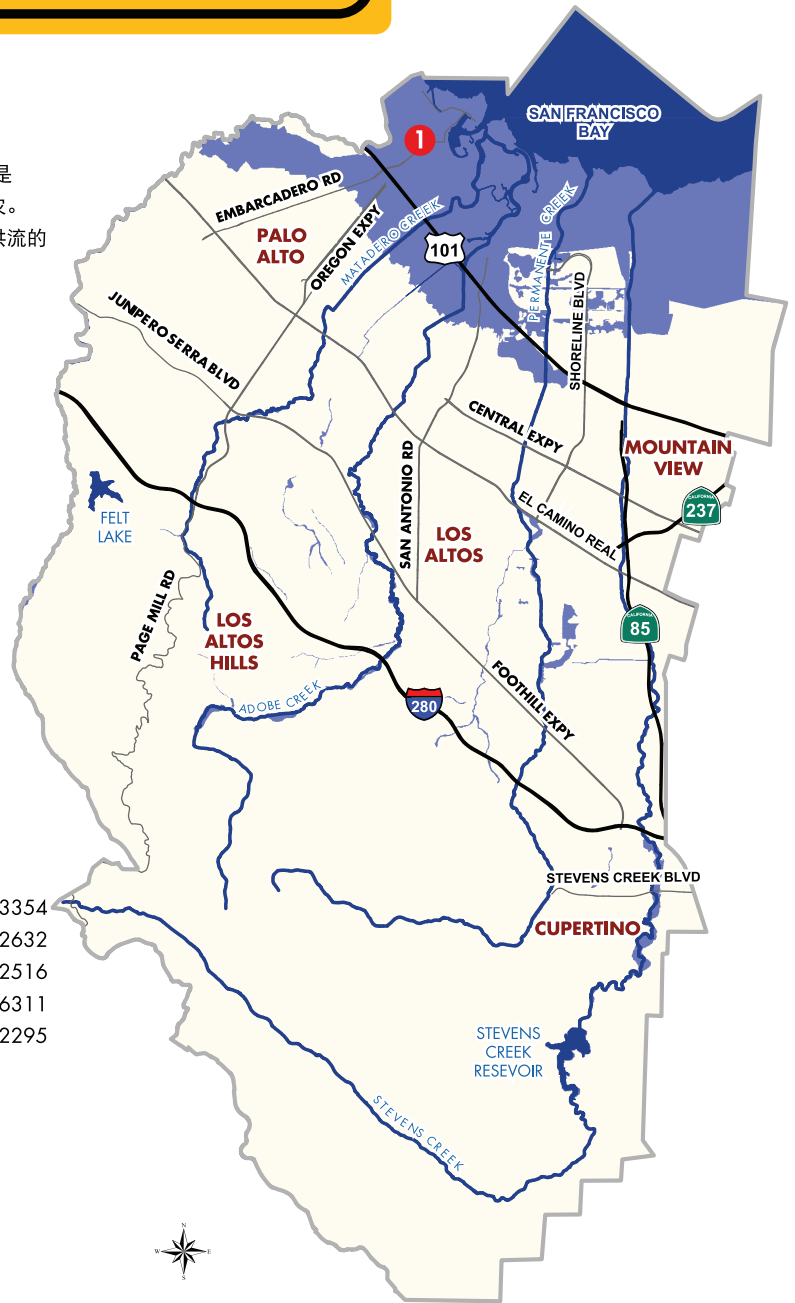
如要上报街道洪灾或暴雨排水道被堵塞的情况，请拨打：

*Cupertino (下班时间)	408-777-3269 408-299-2507
*Los Altos (下班时间)	650-947-2785 650-947-2827
Los Altos Hills	650-941-7222
*Mountain View	650-903-6329
*Palo Alto	650-329-2413 650-496-6974

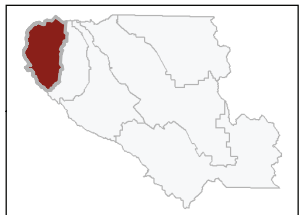
区域防洪经理：

Cupertino	408-777-3354
Los Altos	650-947-2632
Los Altos Hills	650-947-2516
Mountain View	650-903-6311
Palo Alto	650-329-2295

*上述社区参与了FEMA的社区洪灾评估系统，具体是指通过采取降低洪灾风险的措施和提高洪灾意识获取信用积分的自愿性计划。上述社区可凭借该等积分获得居民洪灾保险费折扣。



Lower Peninsula 流域 (西北区)



沙袋位置

1. 1925 Embarcadero Rd

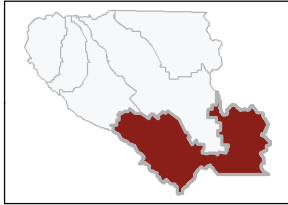
百年洪灾区
Lower Peninsula 流域

Santa Clara Valley
Water District

ValleyWater.org/FloodReady

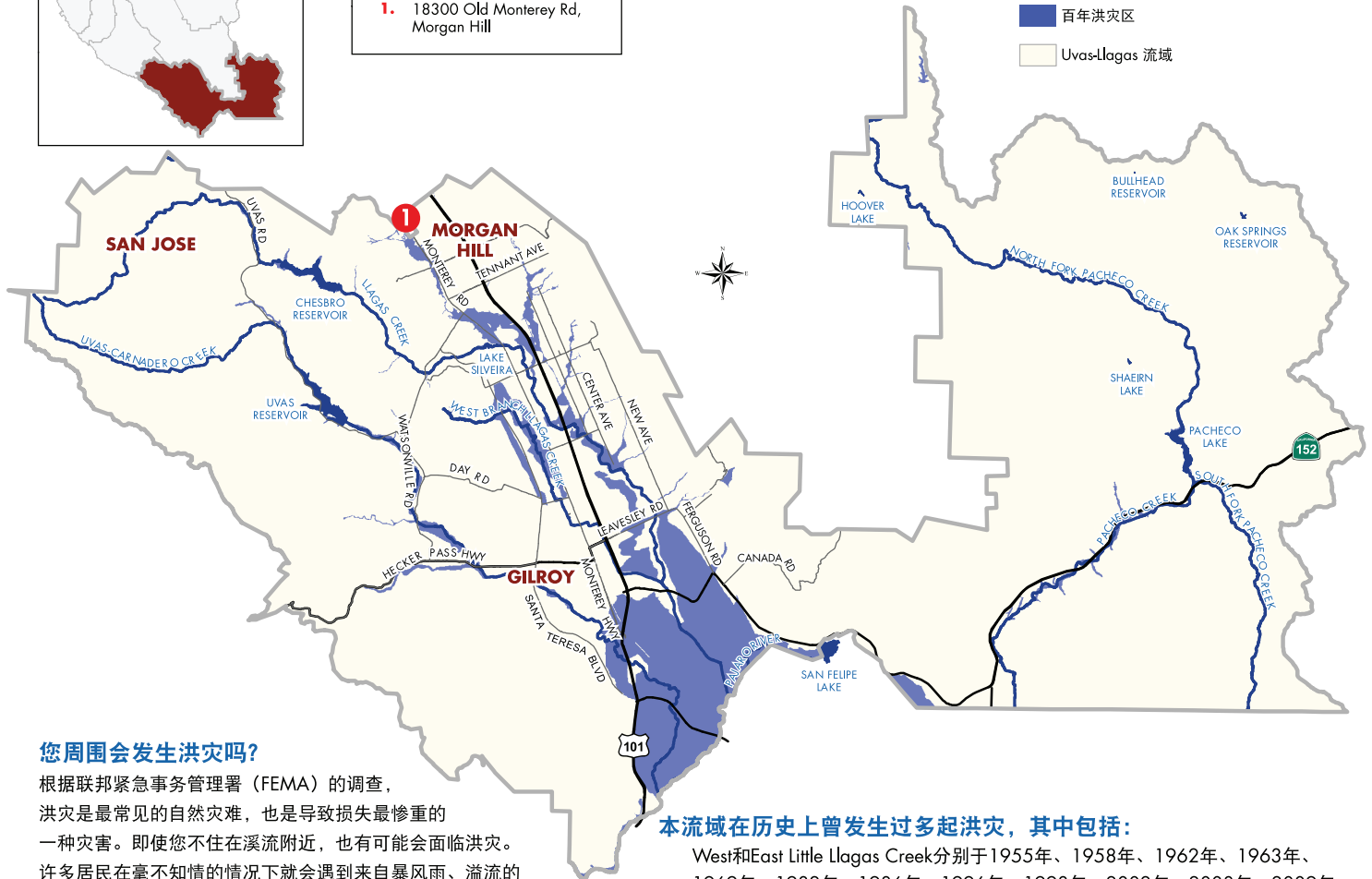
了解您面临的洪灾风险

Uvas-Llagas 流域 (南区)



沙袋位置

1. El Toro Fire Station,
18300 Old Monterey Rd,
Morgan Hill



您周围会发生洪灾吗？

根据联邦紧急事务管理署（FEMA）的调查，洪灾是最常见的自然灾害，也是导致损失最惨重的一种灾害。即使您不住在溪流附近，也有可能面临洪灾。许多居民在毫不知情的情况下就会遇到来自暴风雨、溢流的排水道和越堤洪流的洪灾风险。针对洪灾采取的第一步安全措施是了解您所处的风险。

您居住在UVAS-LLAGAS流域。

流域是指将水排入常见河道的陆地区域。在圣塔克拉拉县，我们的溪流收集来自暴雨和排水道的雨水，并向北将水流输送至旧金山湾或向南将水流输送至蒙特雷湾。

Uvas-Llagas流域是本县第三大的流域。本流域分为农业用地和自然空旷区。本流域的溪流为圣塔克拉拉县内唯一向南流入蒙特雷湾的河道。尽管本流域的城区较少，West Little Llagas Creek有以下趋势：溢出和淹没摩根山丘市中心的部分地区。

本流域在历史上曾发生过多次洪灾，其中包括：

West和East Little Llagas Creek分别于1955年、1958年、1962年、1963年、1969年、1982年、1986年、1996年 - 1998年、2002年、2008年、2009年、2011年和2017年发生过洪灾
Tennant Creek曾于1998年发生过洪灾
Uvas Creek分别于1982年、1998年和2017年发生过洪灾

如要上报街道洪灾或暴雨排水道被堵塞的情况，请拨打：

***Gilroy** 408-846-0444
***Morgan Hill** 408-776-7333
***San José** 408-794-1900
(下班时间) 408-277-8956

区域防洪经理：

Gilroy 408-846-0451
Morgan Hill 408-778-6480
San José 408-535-7803

*上述社区参与了FEMA的社区洪灾评估系统，具体是指通过采取降低洪灾风险的措施和提高洪灾意识获取信用积分的自愿性计划。上述社区可凭借该等积分获得居民洪灾保险费折扣。



ValleyWater.org/FloodReady

了解您面临的洪灾风险

您周围会发生洪灾吗？

根据联邦紧急事务管理署（FEMA）的调查，洪灾是最常见的自然灾害，也是导致损失最惨重的一种灾害。即使您不住在溪流附近，也有可能面临洪灾。许多居民在毫不知情的情况下就会遇到来自暴风雨、溢流的排水道和越堤洪流的洪灾风险。针对洪灾采取的第一步安全措施是了解您所处的风险。

您居住在WEST VALLEY流域。

流域是指将水排入常见河道的陆地区域。在圣塔克拉拉县，我们的溪流收集来自暴雨和排水道的雨水，并向北将水流输送至旧金山湾或向南将水流输送至蒙特雷湾。

West Valley流域拥有85平方英里，是一个人口密集区，该流域遍布着多条小溪。它是本县最小的流域，但却容纳着7个城市和一个镇。

本流域在历史上曾发生过多起洪灾，其中包括：

- Saratoga Creek分别于1958年和1980年发生过洪灾
- San Tomas Aquino Creek分别于1962年和1998年发生过洪灾
- Sunnyvale East分别于1980年、1983年和1998年发生过洪灾
- Sunnyvale West于1983年发生过洪灾

如要上报街道洪灾或暴雨排水道被堵塞的情况，请拨打：

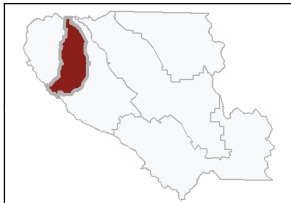
Campbell	408-866-2154
*Cupertino	408-777-3269
(下班时间)	408-299-2507
Los Gatos	408-399-5771
Monte Sereno	408-354-7635
*San José	408-794-1900
(下班时间)	408-277-8956
*Santa Clara	408-615-3080
(下班时间)	408-615-5640
Saratoga	408-868-1245
(下班时间)	408-299-2507
*Sunnyvale	408-730-7510

区域防洪经理：

Campbell	408-866-2140
Cupertino	408-777-3354
Los Gatos	408-399-5770
Monte Sereno	408-354-7635
San José	408-535-7803
Santa Clara	408-615-2465
Saratoga	408-868-1274
Sunnyvale	408-730-7444

*上述社区参与了FEMA的社区洪灾评估系统，具体是指通过采取降低洪灾风险的措施和提高洪灾意识获取信用积分的自愿性计划。上述社区可凭借该等积分获得居民洪灾保险费折扣。

West Valley 流域 (中央北部区)



沙袋位置

- 5030 N. 1st Street, Alviso



Santa Clara Valley
Water District

ValleyWater.org/FloodReady

Quý vị có cần bảo hiểm lũ lụt không?

Quý vị nhận được tài liệu này vì nhà ở hoặc cơ sở kinh doanh của quý vị nằm trong hoặc gần khu vực có nguy cơ lũ lụt cao, được Cơ quan Quản lý Tình trạng Khẩn cấp Liên bang (FEMA) xác định là Khu vực có Nguy cơ Lũ lụt Đặc biệt (SFHA), hoặc vùng lũ (floodplain).

Bảo hiểm chủ sở hữu nhà (homeowner's insurance) cơ bản của quý vị không chi trả cho các thiệt hại do lũ lụt gây ra.

Luật pháp Liên bang yêu cầu phải có bảo hiểm lũ lụt nếu quý vị có thể chấp có bảo đảm của liên bang và tài sản của quý vị nằm trên khu vực thuộc Bản đồ Tỷ lệ Phí Bảo hiểm Lũ lụt (FIRM) của FEMA. Đây là những khu vực được xác định là có nguy cơ lũ lụt cao trong một **trận lũ lụt có 1% khả năng xảy ra**, hoặc một trận lũ lụt có 1% khả năng xảy ra trong bất kỳ năm nào. Tuy khả năng xảy ra có vẻ rất thấp, nhưng tỷ lệ thực sự của trận lũ lụt có 1% khả năng xảy ra lại **lớn hơn tỷ lệ một phần tư** trong thời hạn thế chấp 30 năm.

Tại Hạt Santa Clara, dù quý vị sở hữu hoặc đang thuê một ngôi nhà hay cơ sở kinh doanh, quý vị đều có thể mua bảo hiểm lũ lụt với mức giá được chiết khấu từ Chương trình Bảo hiểm Lũ lụt Quốc gia của FEMA để bảo vệ ngôi nhà của mình khỏi các mối nguy hiểm của lũ lụt. Khi mua bảo hiểm lũ lụt, quý vị hãy liên hệ với nhà cung cấp dịch vụ bảo hiểm của mình để đảm bảo rằng phí bảo hiểm đã được chiết khấu.

Về mặt pháp lý, người cho vay có trách nhiệm xác định yêu cầu bảo hiểm lũ lụt cho một khoản vay. Gọi số **1-888-379-9531** hoặc truy cập trực tuyến vào trang **www.fema.gov/national-flood-insurance-program** để tìm đại lý bảo hiểm tại khu vực của quý vị.

Thông thường phải **chờ 30 ngày** kể từ ngày mua bảo hiểm trước khi chính sách bảo hiểm có hiệu lực, vì vậy xin quý vị đừng chờ đến tận giữa mùa đông mới mua bảo hiểm.

Để biết thêm thông tin về các nguy cơ lũ lụt, giải thích các bản đồ lũ lụt của FEMA, bảo hiểm lũ lụt hoặc giấy chứng nhận độ cao cho khu đất của quý vị, hãy liên hệ với quản lý vùng lũ của thành phố quý vị qua danh sách các số điện thoại **trên tờ thông tin này**. Sở thủy cục cũng có thể hỗ trợ cung cấp thông tin.

Liên hệ với Đơn vị Đánh giá Dự án Cộng đồng qua số **408-630-2650**.

Sở Thủy cục Vùng Thung lũng Santa Clara đã chi 1 tỷ USD cho các dự án phòng chống lũ lụt. Đầu tư phòng chống lũ lụt ngay bây giờ là chính sách bảo hiểm của cộng đồng chúng ta cho tương lai. Quý vị có thể bảo đảm hơn nữa bằng cách mua bảo hiểm lũ lụt ngay hôm nay.

Cảnh giác để phòng lũ lụt

Khi đang có bão, điều quan trọng là phải được thông báo về các hiện tượng thời tiết cũng như các tác động do thời tiết gây ra. Thiên nhiên có thể không đoán trước được và điều quan trọng là phải chuẩn bị sẵn sàng để hành động nhanh chóng. Hãy theo dõi các báo cáo tin tức địa phương và để ý xem có ban bố tình trạng thận trọng lũ lụt hoặc cảnh báo lũ lụt hay không.

Thận trọng lũ lụt



Thận trọng lũ lụt được ban bố khi có thể xảy ra lũ lụt.

Nó không có nghĩa rằng lũ lụt chắc chắn sẽ xảy ra. Khi đang ở tình trạng thận trọng lũ lụt, hãy cảnh giác, lên kế hoạch trước và sẵn sàng rời đi. Cần biết được vị trí các bao cát, biết phải đi đâu khi xảy ra lũ lụt, biết tuyến đường đi đến khu vực cao hơn và biết nơi các thành viên trong gia đình tập trung hoặc cách thức liên hệ với họ. Quý vị cũng nên chuẩn bị sẵn hành lý khẩn cấp gồm có quần áo, thuốc men, thực phẩm và nước uống, vật tư và các tài liệu quan trọng.

Cảnh báo lũ lụt

Cảnh báo lũ lụt có nghĩa lũ lụt sắp xảy ra hoặc đang xảy ra.



Nếu nhận được cảnh báo lũ lụt, quý vị nên bình tĩnh sơ tán và ngay lập tức di chuyển đến khu vực cao hơn.

Các mẹo để chuẩn bị sẵn sàng ứng phó lũ lụt nhằm bảo vệ gia đình và ngôi nhà của quý vị

Trước khi xảy ra lũ lụt



- **Hãy mua bảo hiểm lũ lụt nếu quý vị sở hữu hoặc thuê nhà.**
Vì phải chờ 30 ngày cho đến khi chính sách bảo hiểm có hiệu lực, nên quý vị đừng đợi lúc bão đến mới mua bảo hiểm.
- **Chuẩn bị kế hoạch khẩn cấp cho gia đình và hành lý khẩn cấp cho ngôi nhà và xe ô tô của quý vị.** Lưu trữ các tài liệu quan trọng và vật có giá trị trong két an toàn. Xe luôn đổ đầy xăng. Để biết thêm thông tin, vui lòng truy cập: www.ready.gov/make-a-plan.
- **Xác định địa điểm tập trung các thành viên trong gia đình.**
- **Tìm hiểu lộ trình tốt nhất đến khu vực cao hơn để tránh nước lũ.** Và biết nơi đỗ xe để đến được khu vực cao hơn một cách an toàn.
- **Kiểm tra ngôi nhà để phát hiện vết nứt trong móng nhà, trên tường bao quanh và các lỗ nhỏ xung quanh đường ống.** Dán kín các vết nứt/lỗ đó.
- **Tập hợp các vật liệu xây dựng như ván ép, tấm nhựa và bao cát.** Để biết thông tin về bao cát và danh sách địa điểm phân phối, truy cập www.valleywater.org/sandbags.
- **Dựng các rào chắn để ngăn nước lũ chảy vào nhà.**
- **Giữ cho máng thoát nước và các kênh thoát nước không bị chặn bởi các mảnh vỡ.** Cân nhắc việc trải vải nhựa hoặc gieo hạt ở những chỗ dốc không có cây cối trên khu đất của quý vị.
- **Biết vị trí các con suối và kênh thoát nước trong khu vực của quý vị.**
- **Tìm hiểu cách tắt các tiện ích trong nhà.**
- **Để các thiết bị điện như công tắc, cầu dao, ổ điện và đường dây điện cao khỏi mặt đất.**

Khi đang xảy ra lũ lụt

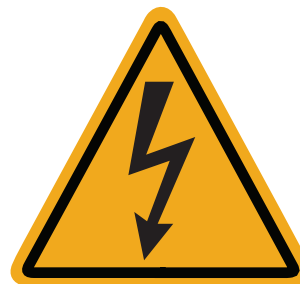


- **Chuyển kênh đài sang kênh KCBS (740 AM), KSJX (1500 AM) và KVVN (1430 AM) để biết các thông tin khẩn cấp.**
- **Theo dõi các con lịch gần nhà** thông qua các thông tin đo mực nước của sở thủy cục trên **www.valleywater.org/floodready** và các quan sát mực nước của Dịch vụ Thời tiết Quốc gia trên **water.weather.gov/ahps/**
- **Lưu ý rằng có thể xảy ra lũ quét.** Nếu sắp có lũ quét, hãy tránh xa các khu vực trũng thấp và tìm chỗ trú ở những khu vực cao hơn. Nếu an toàn để di chuyển đến khu vực cao hơn, hãy di chuyển cả xe của quý vị.
- Nếu được thông báo phải sơ tán, hãy thực hiện sơ tán ngay lập tức. **Việc sơ tán sẽ dễ dàng và an toàn hơn trước khi mực nước lũ quá cao.** Tắt các tiện ích bằng các công tắc chính hoặc van thiết bị. Ngắt kết nối các thiết bị điện.
- **Không chạm vào thiết bị điện nếu quý vị đang ướt hoặc đang đứng dưới nước.**
- **KHÔNG cố gắng đi bộ, bơi hay chơi trong nước lũ.** Nước chuyển động rất nguy hiểm. Nước chuyển động cao 6 inch có thể khiến quý vị bị ngã. Nếu quý vị bắt buộc phải đi bộ trong nước, hãy đi ở những chỗ nước không chuyển động. Dùng gậy để kiểm tra độ cứng của mặt đất phía trước quý vị và giúp quý vị giữ thăng bằng.
- **Không lái xe vào những khu vực bị lũ lụt.** Nếu nước lũ dâng lên bao quanh xe, hãy bỏ xe lại và di chuyển đến vùng đất cao hơn. Chỉ cần mực nước cao 1 feet cũng có thể làm xe trôi nổi; 2 feet có thể cuốn trôi các loại xe lớn hơn, gồm cả xe SUV và xe bán tải.
- Nếu quý vị tiếp xúc với nước lũ, hãy rửa tay bằng xà phòng và nước đã khử trùng vì **nước lũ có thể bị nhiễm bẩn.**

Truy cập trang web của chúng tôi để tìm hiểu cách thức bảo vệ gia đình và tài sản của quý vị khi bị lũ lụt. **www.valleywater.org/floodready**

Sau khi xảy ra lũ lụt

- **Lắng nghe tin tức để xem nguồn cấp nước của cộng đồng có an toàn để uống hay không.**
- Không bao giờ lái xe qua các con đường bị ngập lụt. Dù quý vị lái xe hay đi bộ, bất cứ khi nào đến một khu vực bị ngập lụt, **Hãy Vòng Quay Lại, Đừng Để Ngập Nước®.**
- **KHÔNG đi bộ trong dòng nước lũ.** Nước có thể bị nhiễm dầu, xăng hoặc rác thải chưa xử lý. Các đường dây điện ngầm hoặc đường dây bị rơi xuống cũng có thể làm nước nhiễm điện.
- **Tránh xa các đường dây điện bị rơi xuống** và báo cho công ty điện lực biết.
- **Chỉ quay trở về nhà khi các nhà chức trách cho biết là an toàn.** Đừng cố gắng quay về nhà trước thời điểm đó, quý vị có thể gặp nguy cơ bị sập nhà.
- **Làm sạch và khử trùng mọi thứ bị ướt.** Bùn còn sót lại từ nước lũ có thể chứa nước thải và hóa chất.
- Sửa lại các hệ thống tự hoại bị hư hỏng, gồm bể phốt, ống thoát nước và sân thấm (leach field) càng sớm càng tốt. **Hệ thống nước thải bị hư hỏng là nguyên nhân gây nguy hiểm nghiêm trọng về sức khỏe.**



Giúp giữ dòng chảy cho các con lạch và cống thoát nước mưa

Một con lạch sạch sẽ và trong lành không chỉ là một cảnh đẹp. Các con lạch là môi trường sống cho các loài thực vật, cây cối và động vật hoang dã tại địa phương cũng như có chức năng như các hệ thống thoát nước tự nhiên bằng cách dẫn nước lũ đi khỏi các khu đất và đường xá. Việc giữ cho các con lạch không có rác thải và mảnh vỡ giúp cho dòng nước luôn chảy.

Hầu hết mọi người biết rằng không nên đổ rác thải và hóa chất xuống con lạch nhưng rất nhiều người không biết rằng rác từ sân nhà, lá cây và đất cũng có thể làm ô nhiễm con lạch và có thể gây cản trở dòng nước và dẫn đến xói mòn bờ. Ty Thủy Cục sửa chữa bờ và đê, loại bỏ lảng cặn từ các con kênh và dọn dẹp những thứ vứt bỏ trái phép như giỏ mua hàng và rác thải nói chung trên khu đất do sở thủy cục sở hữu hoặc các khu vực mà sở thủy cục có quyền sử dụng.



Vứt bất cứ thứ gì xuống con lạch hoặc cống thoát nước mưa là việc làm trái phép. Hãy giúp giữ dòng chảy cho cống thoát nước mưa và con lạch bằng cách báo cáo các trường hợp vứt rác trái phép. Các cống thoát nước mưa trên đường phố nơi quý vị ở chảy trực tiếp xuống các con lạch địa phương. Các thành phố đều duy trì hệ thống thoát nước mưa bao gồm máng xối, cống thoát nước và đường ống trên đường phố.

Để báo cáo tình trạng đổ tràn hoặc vứt rác trái phép xuống các cống thoát nước mưa, hãy liên hệ với quản lý vùng lũ của thành phố nơi quý vị ở theo các số điện thoại **trên tờ thông tin này**. Để báo cáo tình trạng đổ tràn, tắc nghẽn hoặc vứt rác xuống lạch, hãy gọi đến đường dây nóng tại lưu vực của sở thủy cục qua số **408-630-2378** trong giờ hành chính. Đối với các trường hợp đổ tràn vật liệu nguy hiểm, hãy thông báo cho sở thủy cục qua Đường dây nóng Phòng chống Các Vật liệu Nguy hại (24 giờ) qua số **1-888-510-5151**.

Quý vị cũng có thể báo cáo bất kỳ hoạt động nào trong những hoạt động này trên trang web của sở thủy cục www.valleywater.org/floodready, qua ứng dụng hoặc cổng dịch vụ khách hàng Access Valley Water.

Nguồn thông tin

AlertSCC



Đăng ký với “AlertSCC”, hệ thống thông báo khẩn cấp miễn phí của Hạt Santa Clara, để nhận được các cảnh báo khẩn cấp về lũ lụt, cháy rừng và thông báo sơ tán trực tiếp trên thiết bị di động, email hoặc điện thoại cố định của quý vị. Đăng ký tại www.alertscc.com.

ReadySCC



Nếu quý vị có điện thoại thông minh, hãy **tải về** thiết bị điện tử ứng dụng “ReadySCC” của Hạt Santa Clara, dùng để chuẩn bị ứng phó trong trường hợp khẩn cấp, có sẵn trên App Store của Apple hoặc Google Play. Với ứng dụng này, quý vị có thể lập một kế hoạch chuẩn bị sẵn sàng ứng phó trong trường hợp khẩn cấp cho mình và hành lý khẩn cấp phù hợp với nhu cầu của quý vị, quý vị sẽ nhận được các cảnh báo khẩn cấp thông qua thông báo đẩy, chia sẻ tình trạng của quý vị kèm theo thông tin liên lạc trong trường hợp khẩn cấp, tìm nơi trú ẩn khẩn cấp và các nguồn lực bổ sung.

Free Red Cross Flood App



Quý vị cũng có thể cân nhắc tải về ứng dụng Red Cross Flood miễn phí để nhận được các thông báo về thận trọng lũ quét và cảnh báo cho vị trí của quý vị dựa trên thông tin của Cục Quản lý Khí quyển Đại dương Quốc gia và Dịch vụ Thời tiết Quốc gia. **Soạn tin nhắn “GETFLOOD” GỬI ĐẾN SỐ 90999 hoặc tìm kiếm từ khóa “Red Cross Flood” trên App Store của Apple hoặc Google Play.**

Monitor Storms



Theo dõi các cơn bão bằng dữ liệu thời gian thực của sở thủy cục trên các thiết bị đo mực nước ở suối, hồ chứa và đo lượng mưa cũng như biết thêm thông tin về dữ liệu tại www.valleywater.org/floodready. Quý vị cũng có thể theo dõi các cơn lạch gần nhà bằng các quan sát mực nước của Dịch vụ Thời tiết Quốc gia trên <http://water.weather.gov/ahps/>.

A grayscale photograph of a flooded residential street. In the foreground, a dark-colored sedan is partially submerged in the water. Further down the street, another car is visible, and the road is lined with trees whose branches hang over the water. The scene is dimly lit, suggesting an overcast day.

Sandbag Locations

Nhận biết nguy cơ lũ lụt

Lũ lụt có thể xảy ra ở đây không?

Theo FEMA, lũ lụt là thiên tai phổ biến nhất và là một trong số những thiên tai gây ra thiệt hại nặng nề nhất. Quý vị không cần phải sống ngay cạnh một con lạch mới có thể bị lũ lụt. Nhiều người dân vô tình gặp nguy cơ lũ lụt do bão, do cống thoát nước mưa ứ đọng lại, và do nước tràn bờ từ các con lạch. Bước đầu tiên để giữ an toàn khi có lũ lụt là nhận biết được nguy cơ của mình.

Quý vị sống tại Lưu vực COYOTE.

Lưu vực (watershed) là diện tích đất đổ ra một tuyến đường thủy thông thường. Tại Hạt Santa Clara, các con lạch của chúng tôi là nơi tập trung nước mưa và nước tràn từ các cánh đồng cũng như cống thoát nước mưa rồi đưa nước theo hướng bắc tới Vịnh San Francisco hoặc hướng nam tới Vịnh Monterey.

Lưu vực Coyote là lưu vực lớn nhất của hạt, bao gồm các khu đô thị hóa và nông nghiệp ở thung lũng, và mở rộng đến các khu tự nhiên rộng lớn của dãy núi Hamilton. Khu vực rộng 322 dặm vuông này gồm có 16 con lạch lớn. Lạch Coyote là tuyến đường thủy chính trong lưu vực này, với nhiều con suối đổ về. Đây là con lạch dài nhất trong địa phận hạt.

Lưu vực này có bề dày lịch sử về lũ lụt bao gồm các trận lũ lụt:

Lạch Berryessa năm 1982, 1983 và 1998
Lạch Calera năm 1967 và 1998
Lạch Coyote năm 1931, 1958, 1969, 1980, 1982, 1997, 1998 và 2017
Lạch Fisher năm 1978, 1982 và 1983
Lạch Silver năm 1952 và 1980
Lạch South Babb in 1978 và 1983
Upper Silver năm 1992
Coyote Penitencia năm 1982, 1986, 1995 và 1998

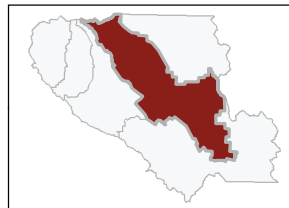
Để báo cáo trường hợp ngập lụt đường phố hoặc cống thoát nước mưa bị tắc, vui lòng gọi:

***Morgan Hill** 408-776-7333
***Milpitas** 408-586-2600
(Ngoài giờ hành chính) 408-586-2400
***San José** 408-794-1900
(Ngoài giờ hành chính) 408-277-8956

Quản lý lũ lụt tại địa phương:

Morgan Hill 408-778-6480
Milpitas 408-586-3325
San José 408-535-7803

Lưu vực Coyote (Khu vực phía Tây)



Các Địa Điểm Chứa Bao Cát

1. CSJ Main Yard, 1404 Mabury Rd, San Jose
2. CSJ Central Service Yard, 1661 Senter Rd at Phelan Ave San Jose
3. El Toro Fire Station, 18300 Old Monterey Rd, Morgan Hill

Khu Vực Có 1% Khả Năng Xảy Ra Lũ Lụt
Coyote Watershed

*Các cộng đồng này tham gia vào Hệ thống Đánh giá Cộng đồng của FEMA, chương trình tình nguyện nhận tin dụng về thực hiện các nỗ lực nhằm giảm nguy cơ lũ lụt và nâng cao nhận thức về lũ lụt. Số tin dụng này giúp người dân được chiết khấu phí bảo hiểm lũ lụt.

Santa Clara Valley
Water District

ValleyWater.org/FloodReady

Nhận biết nguy cơ lũ lụt

Lũ lụt có thể xảy ra ở đây không?

Theo FEMA, lũ lụt là thiên tai phổ biến nhất và là một trong số những thiên tai gây ra thiệt hại nặng nề nhất. Quý vị không cần phải sống ngay cạnh một con lạch mới có thể bị lũ lụt. Nhiều người dân vô tình gặp nguy cơ lũ lụt do bão, do cống thoát nước mưa ứ đọng lại, và do nước tràn bờ từ các con lạch. Bước đầu tiên để giữ an toàn khi có lũ lụt là nhận biết được nguy cơ của mình.

Quý vị sống tại Lưu vực GUADALUPE.

Lưu vực (watershed) là diện tích đất đổ ra một tuyến đường thủy thông thường. Tại Hạt Santa Clara, các con lạch của chúng tôi là nơi tập trung nước mưa và nước tràn từ các cánh đồng cũng như cống thoát nước mưa rồi đưa nước theo hướng bắc tới Vịnh San Francisco hoặc hướng nam tới Vịnh Monterey.

Lưu vực sông Guadalupe là lưu vực lớn thứ hai của hạt với diện tích 170 dặm vuông và 5 hồ chứa địa phương gồm có hồ chứa Almaden, Calero, Guadalupe, Lexington và Vasona. Các con suối trong lưu vực này chảy qua các khu đô thị hóa của Campbell, San Jose và Santa Clara. Một số con lạch, bao gồm lạch Los Gatos và lạch Canoas, đổ vào sông Guadalupe chạy qua trung tâm thành phố San Jose.

Lưu vực này có bề dày lịch sử về lũ lụt bao gồm các trận lũ lụt:

Lạch Canoas năm 1995

Sông Guadalupe năm 1931, 1955, 1980, 1982 và 1983, 1995 và 1998

Lạch Ross năm 1986, 1992, 1995 và 1998

Để báo cáo trường hợp ngập lụt đường phố hoặc cống thoát nước mưa bị tắc, vui lòng gọi:

Campbell 408-866-2154

Los Gatos 408-399-5771

Monte Sereno 408-354-7635

***San José** 408-794-1900

(Ngoài giờ hành chính) 408-277-8956

***Santa Clara** 408-615-3080

(Ngoài giờ hành chính) 408-615-5640

Quản lý lũ lụt tại địa phương:

Campbell 408-866-2140

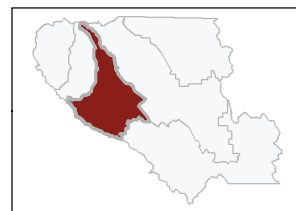
Los Gatos 408-399-5770

Monte Sereno 408-354-7635

San José 408-535-7803

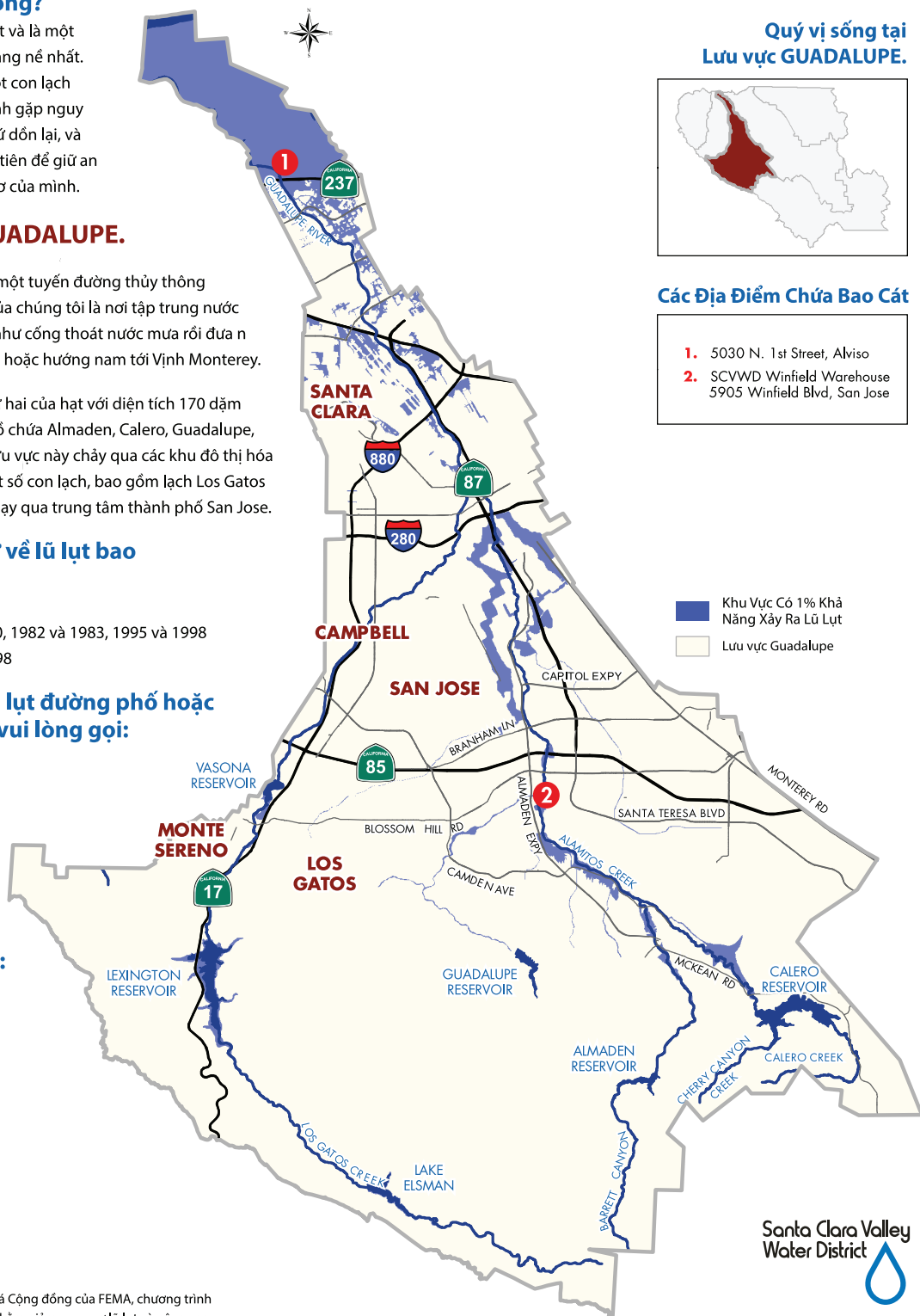
Santa Clara 408-615-2465

Quý vị sống tại Lưu vực GUADALUPE.



Các Địa Điểm Chứa Bao Cát

1. 5030 N. 1st Street, Alviso
2. SCVWD Winfield Warehouse
5905 Winfield Blvd, San Jose



*Các cộng đồng này tham gia vào Hệ thống Đánh giá Cộng đồng của FEMA, chương trình tình nguyện nhận tin dụng về thực hiện các nỗ lực nhằm giảm nguy cơ lũ lụt và nâng cao nhận thức về lũ lụt. Số tin dụng này giúp người dân được chiết khấu phí bảo hiểm lũ lụt.



ValleyWater.org/FloodReady

Nhận biết nguy cơ lũ lụt

Lũ lụt có thể xảy ra ở đây không?

Theo FEMA, lũ lụt là thiên tai phổ biến nhất và là một trong số những thiên tai gây ra thiệt hại nặng nề nhất. Quý vị không cần phải sống ngay cạnh một con lạch mới có thể bị lũ lụt. Nhiều người dân vô tình gặp nguy cơ lũ lụt do bão, do cống thoát nước mưa ứ đọng lại, và do nước tràn bờ từ các con lạch. Bước đầu tiên để giữ an toàn khi có lũ lụt là nhận biết được nguy cơ của mình.

Quý vị sống ở Lưu vực LOWER PENINSULA.

Lưu vực (watershed) là diện tích đất đổ ra một tuyến đường thủy thông thường. Tại Hạt Santa Clara, các con lạch của chúng tôi là nơi tập trung nước mưa và nước tràn từ các cánh đồng cũng như cống thoát nước mưa rồi đưa nước theo hướng bắc tới Vịnh San Francisco hoặc hướng nam tới Vịnh Monterey.

Lưu vực Lower Peninsula cũng bao gồm nhiều con lạch nhỏ chảy vào các vùng đất ngập nước do thủy triều dọc theo bờ biển Tây Nam Vịnh San Francisco. Có rất nhiều dự án cải tạo môi trường sống và thủy sinh trong lưu vực này để bảo vệ một số loài cá hồi cầu vồng (steelhead trout) cuối cùng còn lại có thể sống được trong hạt này.

Lưu vực này có bề dày lịch sử về lũ lụt bao gồm các trận lũ lụt:

Lạch Adobe năm 1980, 1982

Lạch Hale năm 1998

Lạch Permanente năm 1955, 1958, 1963, 1968, 1995 và 1998

Lạch San Francisquito năm 1967, 1980, 1982, 1998 và 2012

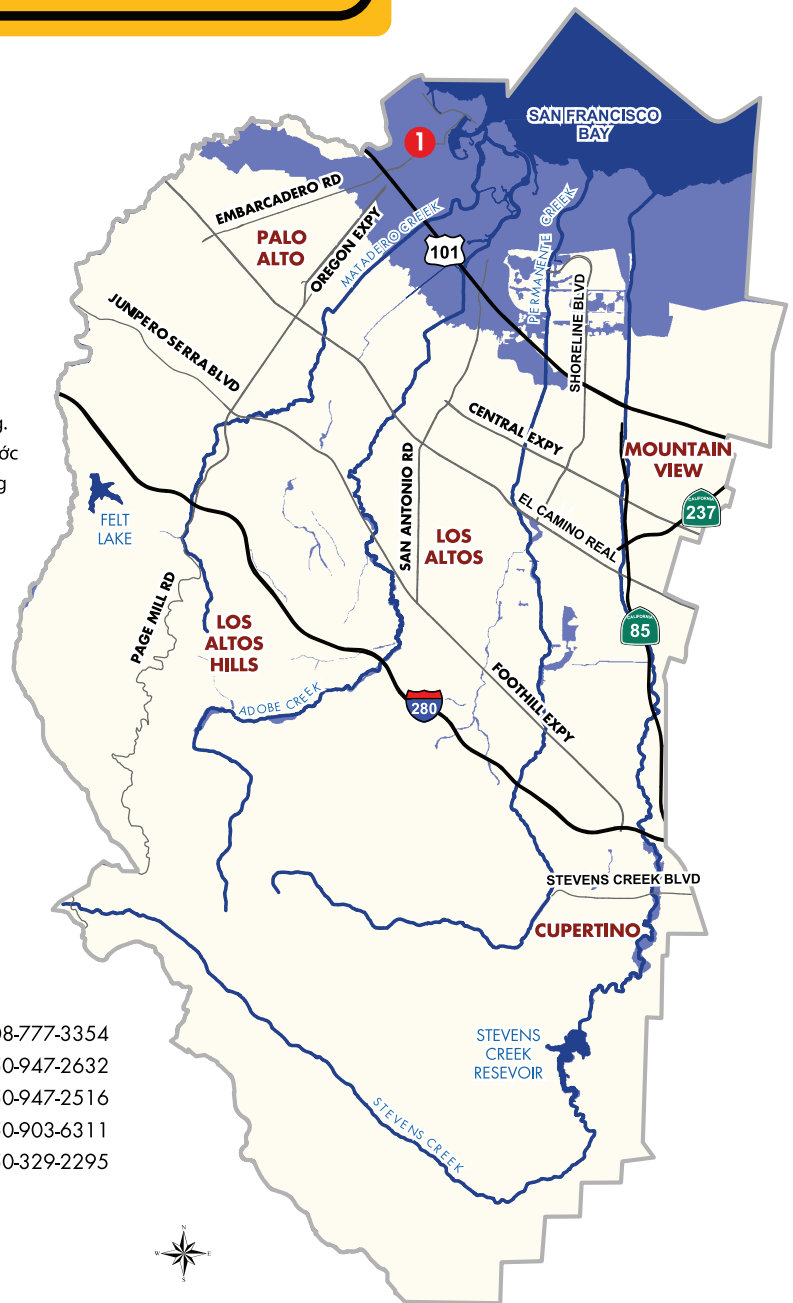
Để báo cáo trường hợp ngập lụt đường phố hoặc cống thoát nước mưa bị tắc, vui lòng gọi:

*Cupertino (Ngoài giờ hành chính)	408-777-3269 408-299-2507
*Los Altos (Ngoài giờ hành chính)	650-947-2785 650-947-2827
Los Altos Hills	650-941-7222
*Mountain View	650-903-6329
*Palo Alto	650-329-2413 650-496-6974

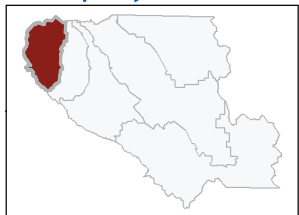
Quản lý lũ lụt tại địa phương:

Cupertino	408-777-3354
Los Altos	650-947-2632
Los Altos Hills	650-947-2516
Mountain View	650-903-6311
Palo Alto	650-329-2295

*Các cộng đồng này tham gia vào Hệ thống Đánh giá Cộng đồng của FEMA, chương trình tình nguyện nhận tín dụng về thực hiện các nỗ lực nhằm giảm nguy cơ lũ lụt và nâng cao nhận thức về lũ lụt. Số tín dụng này giúp người dân được chiết khấu phí bảo hiểm lũ lụt.





Lưu vực Lower Peninsula (Khu vực Tây Bắc)



Các Địa Điểm Chứa Bao Cát

1. 1925 Embarcadero Rd

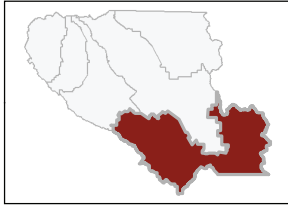
 Khu Vực Có 1% Khả Năng Xây Ra Lũ Lụt
 Lower Peninsula Water Shed

Santa Clara Valley
Water District

ValleyWater.org/FloodReady

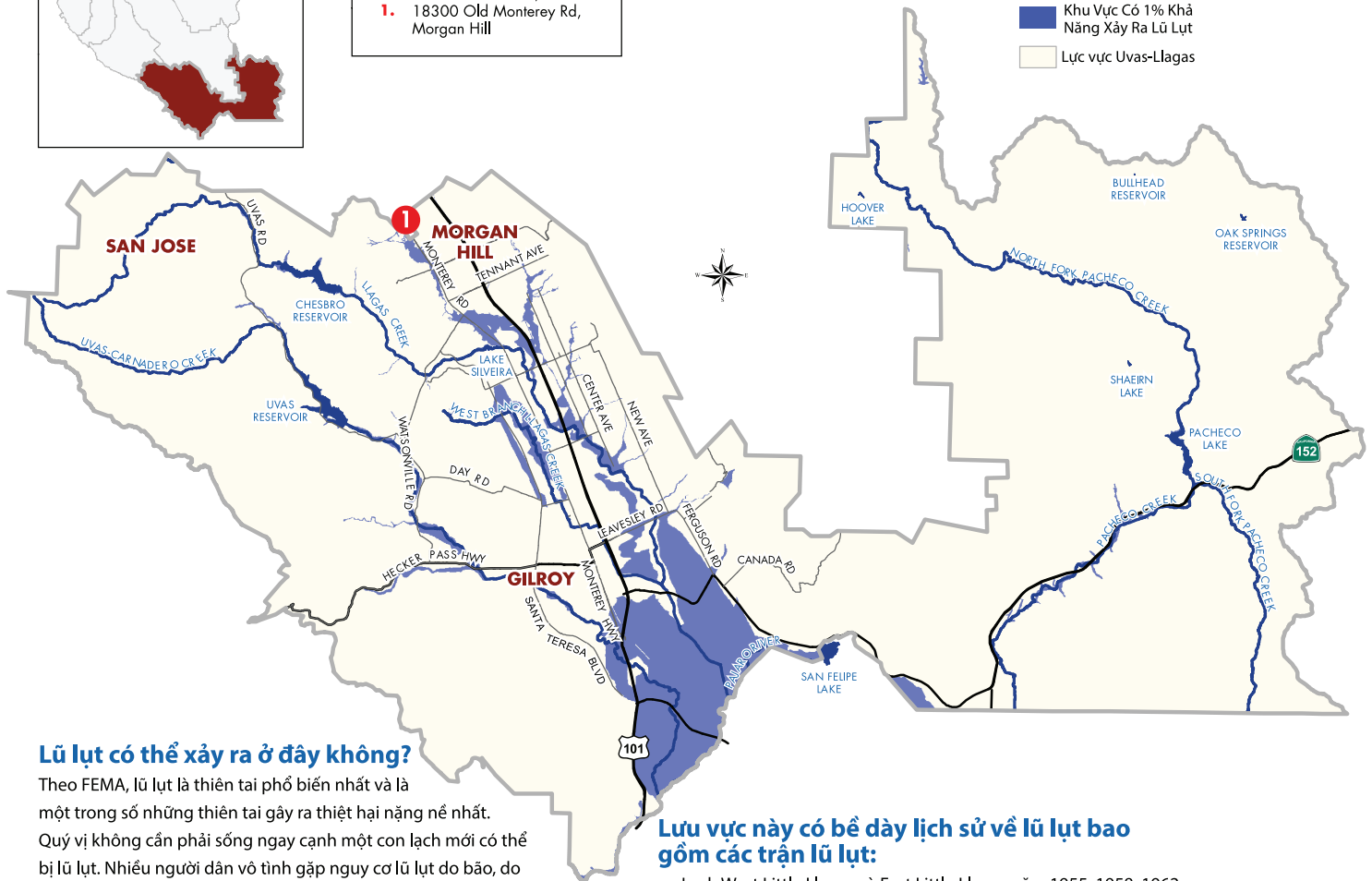
Nhận biết nguy cơ lũ lụt

Lưu vực Uvas-Llagas (Khu vực phía Nam)



Các Địa Điểm Chứa Bao Cát

1. El Toro Fire Station,
18300 Old Monterey Rd,
Morgan Hill



Lũ lụt có thể xảy ra ở đây không?

Theo FEMA, lũ lụt là thiên tai phổ biến nhất và là một trong số những thiên tai gây ra thiệt hại nặng nề nhất. Quý vị không cần phải sống ngay cạnh một con lạch mới có thể bị lũ lụt. Nhiều người dân vô tình gặp nguy cơ lũ lụt do bão, do cống thoát nước mưa ứ đọng lại, và do nước tràn bờ từ các con lạch. Bước đầu tiên để giữ an toàn khi có lũ lụt là nhận biết được nguy cơ của mình.

Quý vị sống ở Lưu vực UVAS-LLAGAS.

Lưu vực (watershed) là diện tích đất đổ ra một tuyến đường thủy thông thường. Tại Hạt Santa Clara, các con lạch của chúng tôi là nơi tập trung nước mưa và nước tràn từ các cánh đồng cũng như cống thoát nước mưa rồi đưa nước theo hướng bắc tới Vịnh San Francisco hoặc hướng nam tới Vịnh Monterey.

Lưu vực Uvas-Llagas là lưu vực lớn thứ ba của hạt. Lưu vực này khác biệt nhờ các vùng đất nông nghiệp và các khu tự nhiên rộng mở. Các con lạch trong lưu vực này là tuyến đường thủy duy nhất trong Hạt Santa Clara chảy theo hướng nam ra vịnh Monterey. Mặc dù lưu vực này có ít khu đô thị hóa hơn, nhưng con lạch West Little Llagas có xu hướng tràn bờ và gây ngập lụt một số khu vực của trung tâm thành phố Morgan Hill.

Lưu vực này có bề dày lịch sử về lũ lụt bao gồm các trận lũ lụt:

Lạch West Little Llagas và East Little Llagas năm 1955, 1958, 1962, 1963, 1969, 1982, 1986, 1996 - 1998, 2002, 2008, 2009, 2011 và 2017
Lạch Tennant năm 1998
Lạch Uvas năm 1982, 1998 và 2017

Để báo cáo trường hợp ngập lụt đường phố hoặc cống thoát nước mưa bị tắc, vui lòng gọi:

***Gilroy** 408-846-0444
***Morgan Hill** 408-776-7333
***San José** 408-794-1900
(Ngoài giờ hành chính) 408-277-8956

Quản lý lũ lụt tại địa phương:

Gilroy 408-846-0451
Morgan Hill 408-778-6480
San José 408-535-7803

*Các cộng đồng này tham gia vào Hệ thống Đánh giá Cộng đồng của FEMA, chương trình tình nguyện nhận tin dụng về thực hiện các nỗ lực nhằm giảm nguy cơ lũ lụt và nâng cao nhận thức về lũ lụt. Số tin dụng này giúp người dân được chiết khấu phí bảo hiểm lũ lụt.



ValleyWater.org/FloodReady

Nhận biết nguy cơ lũ lụt

Lũ lụt có thể xảy ra ở đây không?

Theo FEMA, lũ lụt là thiên tai phổ biến nhất và là một trong số những thiên tai gây ra thiệt hại nặng nề nhất. Quý vị không cần phải sống ngay cạnh một con lạch mới có thể bị lũ lụt. Nhiều người dân vô tình gặp nguy cơ lũ lụt do bão, do cống thoát nước mưa ứ đọng lại, và do nước tràn bờ từ các con lạch. Bước đầu tiên để giữ an toàn khi có lũ lụt là nhận biết được nguy cơ của mình.

Quý vị sống ở các Lưu vực WEST VALLEY.

Lưu vực (watershed) là diện tích đất đổ ra một tuyến đường thủy thông thường. Tại Hạt Santa Clara, các con lạch của chúng tôi là nơi tập trung nước mưa và nước tràn từ các cánh đồng cũng như cống thoát nước mưa rồi đưa nước theo hướng bắc tới Vịnh San Francisco hoặc hướng nam tới Vịnh Monterey.

Lưu vực West Valley là khu vực rộng 85 dặm vuông có mật độ dân số đông với mạng lưới nhiều con lạch nhỏ. Đây là lưu vực nhỏ nhất của hạt này, nhưng có 7 thành phố và 1 thị trấn.

Lưu vực này có bề dày lịch sử về lũ lụt bao gồm các trận lũ lụt:

Lạch Saratoga năm 1958 và 1980
Lạch San Tomas Aquino năm 1962 và 1998
Sunnyvale East năm 1980, 1983, và 1998
Sunnyvale West năm 1983

Để báo cáo trường hợp ngập lụt đường phố hoặc cống thoát nước mưa bị tắc, vui lòng gọi:

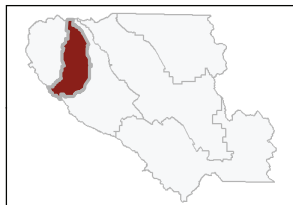
Campbell	408-866-2154
*Cupertino	408-777-3269
(Ngoài giờ hành chính)	408-299-2507
Los Gatos	408-399-5771
Monte Sereno	408-354-7635
*San José	408-794-1900
(Ngoài giờ hành chính)	408-277-8956
*Santa Clara	408-615-3080
(Ngoài giờ hành chính)	408-615-5640
Saratoga	408-868-1245
(Ngoài giờ hành chính)	408-299-2507
*Sunnyvale	408-730-7510

Quản lý lũ lụt tại địa phương:

Campbell	408-866-2140
Cupertino	408-777-3354
Los Gatos	408-399-5770
Monte Sereno	408-354-7635
San José	408-535-7803
Santa Clara	408-615-2465
Saratoga	408-868-1274
Sunnyvale	408-730-7444

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Lưu vực West Valley (Khu vực Bắc Trung Bộ)



Các Địa Điểm Chứa Bao Cát

1. 5030 N. 1st Street, Alviso



Santa Clara Valley
Water District

ValleyWater.org/FloodReady

Special permits required in floodplains

Construction within a FEMA designated floodplain may have special permit requirements from your local municipality. Contact your community's building department for more information before you build or upgrade. If you see building or grading without a permit sign posted, please contact your local community's building department. **Use the contact phone list on the insert of this flier.**

Permisos especiales necesarios en los valles inundables

Las construcciones en un área denominada terreno inundable según FEMA podrían requerir permisos especiales de su municipalidad local. Comuníquese al departamento de construcción de su comunidad para obtener más información antes de construir o allanar la zona. Si ve una construcción o allanamiento sin el letrero con el permiso, contacte al departamento de construcción de su comunidad local. **Use la lista de teléfonos de contacto adjunta a este folleto.**

泛洪平原要求的特殊许可证

如需在FEMA指定的泛洪平原内施工，则可能需要满足您当地市政当局的特殊许可要求。在建造或减少斜坡坡度之前，请联系您所在社区的房屋管理处，以获取更多信息。如果您看见建筑物或斜坡上未张贴许可标志，请联系您当地社区的房屋管理处。**有关房屋管理处的电话，请在本宣传册插页上的联系电话表上查找。**

Các giấy phép đặc biệt cần có tại vùng lũ

Việc xây dựng trong vùng lũ đã được FEMA xác định có thể cần phải có giấy phép đặc biệt của chính quyền địa phương của quý vị. Hãy liên hệ với phòng xây dựng của cộng đồng để biết thêm thông tin trước khi quý vị xây dựng hoặc san lấp mặt bằng. Nếu quý vị phát hiện trường hợp xây dựng hoặc san lấp mặt bằng không treo giấy phép, vui lòng liên hệ với phòng xây dựng của cộng đồng địa phương của quý vị. **Hãy sử dụng danh sách các số điện thoại trên tờ thông tin này.**