



◆ The Local Flood Hazard

The City of Pleasanton is located in the eastern portion of the San Francisco Bay Area, in Alameda County. Less than 5% of the City of Pleasanton is in a Special Flood Hazard Area (SFHA). *The City of Pleasanton has worked with FEMA to eliminate the majority of the City's special flood hazard areas (100 year flood zone). A copy of the Flood Insurance Rate Map is available for review at the Engineering Division at 200 Old Bernal Avenue. Very few properties within Pleasanton require mandatory flood insurance. Please refer to the section below regarding flood insurance. Waterways and storm water transport systems traverse the entire City of Pleasanton. These include:*

- Arroyo de La Laguna
- Arroyo del Valle
- Arroyo Mocho
- Alamo Canal
- Chabot Canal
- Tassajara Creek

◆ FEMA Recommendations

We can't always prevent disasters, but there are twelve steps you can take to help prepare yourself in case a flood or other natural disaster occurs.

1. Keep emergency supplies on hand, including a radio, flashlight, food, water, cash, prescription medicines, batteries, baby supplies, pet supplies, and extra eyeglasses.
2. Learn first aid and keep a first aid kit readily available.
3. Know where your utilities are and how to turn them off, including your gas, water and electrical services.
4. Have copies of medical records.
5. Make sure you're safe -- and possibly prevent bigger problems later on -- by having occasional home inspections.
6. Discuss evacuation plans and teach children to call 9-1-1 in an emergency.

7. Know your insurance policy -- what it covers; what it doesn't (see Flood Insurance section below).
8. Keep copies of important documents in a safe place, such as a safe deposit box.
9. Be alert. Know what's going on around you.
10. Listen to news and weather reports.
11. Learn disaster survival skills.
12. Keep a disaster supplies kit in your car.

◆ Flood Insurance

The National Flood Insurance Program (NFIP) was created by Congress in 1968 to provide homeowners flood insurance at a reasonable cost. Since individual homeowner policies do not cover flooding, separate policies are available on almost any enclosed building and its contents, including single family homes, condominiums, mobile homes on foundations and commercial buildings. Policies are written for one year. You do not have to live in the flood plain to qualify for flood insurance.

Flood insurance is required by law for homes within a SFHA using federally financed loans when buying, building or improving structures, but you must act in advance. There is a thirty-day waiting period on new policies. Check with your local insurance agent for specific rates and coverages.

The City's participation in the Community Rating Service (CRS) program includes the availability of Flood Coordinators in the Community Development Department to answer questions about flooding, building requirements that are more stringent than federal minimum standards, and regulations for stormwater management in new construction. Flood management publications are also available in the City Library for your use. Since the City of Pleasanton participates in the CRS program, residents get a 10% discount on flood insurance premiums.

◆ Property Protection Measures

Various alternatives are available to help minimize flooding. If the floor level of your property is lower than the Base Flood Elevation (BFE), consider elevating your structure, if possible.

If a flood is imminent, some last minute emergency measures can always help. Property can be protected by sandbagging areas where water might enter living spaces. Valuables and furniture stored in low-lying areas (garages) may be moved to higher areas of the dwelling to minimize damages.

Whatever emergency protection measures you use, it is always best to have a plan written in advance to make sure you don't forget anything after you hear the flood warning.

To increase the safety of your property and reduce insurance premiums, you should consider building to higher standards. Of course, the most effective and permanent means of protecting your structure is to locate it out of the floodplain. If you are unable to relocate your structure, the next most effective means is to elevate your structure above the base flood elevation.

◆ Natural and Beneficial Functions

Within the City of Pleasanton, storm water runoff is channelized into the City's storm drain system and eventually flows through larger open channels, either man-made or along natural watercourses, most of which are owned and operated by the Zone 7 Water Agency. The undisturbed hillside and natural channels provide flood storage and conveyance, and reduce flood velocities and flood peaks. Water quality is improved by bioswales which filter nutrients and impurities from runoff and process organic waste. The City's storm water pollution prevention plans are strictly enforced for all Capital Improvements and Private Development projects.

Any development in the flood plain or water course without a permit is illegal. Such activity should be reported to the Director of Community Development Department at (925) 931-5600. Do not dump or throw anything into ditches or basins.

A site visit can be made by the Community Development Department to review flooding problems within the City. Call (925) 931-5650 for more information or to schedule.

◆ Flood Warning System

Should an evacuation be advised, local officials will notify you through radio, cable TV, and the City of Pleasanton's Operations Service Center, which will disseminate an evacuation notice door-to-door with bulletins denoting "What To Do, When To Do It and Where to Go." Call the Flood Plain information line at 925-931-5649 for flood warning and other related information.

◆ Flood Plain Development Permit Requirement

All development in the incorporated areas of the City of Pleasanton needs local or state permits. Contact Planning Services for advice before you build, fill, place a manufactured home, or otherwise develop. The zoning ordinance, flood insurance, and the International Building Code have special provisions regulating construction and other development within floodplains. Without those provisions, flood insurance through the National Flood Insurance Program (NFIP) would not be available to property owners in the City. Flood Maps and Elevation Certificates are available for review at the Engineering Counter at 200 Old Bernal Avenue.

◆ Substantial Improvement Requirement

Any improvement or series of improvements over a five (5) year period of a structure where the cost of which equals or exceeds 50% of the market value of the structure before the improvement must conform to current building and flood regulations which may involve elevating the entire structure above the Base Flood Elevation (BFE).

◆ Drainage System Maintenance

Zone 7 Water Agency performs routine maintenance of the City's waterways, including inspection and cleaning. The City of Pleasanton clears storm drain inlets when blockages occur. But you too can help storm drains flow by keeping leaves and other debris away from inlet grates and by keeping gutters clean. To report illegal dumping in ditches, gutters or streams, call (925) 931-5511.

◆ Numbers To Note

Flood Plain Information Message Center: (925) 931-5649
(Please be prepared to leave your name, telephone number, property address and type of information you need.)

National Flood Insurance Program:
1-800-638-6620

Building Permit Assistance: (925) 931-5300

Zone 7 Water Agency: (925) 454-5000

