



## The Local Flood Hazard

Less than five percent of the city of Pleasanton is in a Special Flood Hazard Area (SFHA). The city of Pleasanton has worked with the Federal Emergency Management Agency (FEMA) to eliminate the majority of the city's special flood hazard areas (100-year flood zone). To find out if your property is in the regulated floodplain by calling the city's floodplain management office at (925) 931-5649 or see our flood home page at <http://www.cityofpleasantonca.gov/gov/depts/engineering/flood/>. Very few properties within Pleasanton require mandatory flood insurance.

Waterways and stormwater 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

## How to Protect Yourself, Your Family and Your Property

1. Even if your home isn't in the mapped floodplain, you may be subject to flooding from local drainage. Homeowners' insurance policies generally do not cover damage from floods. The city of Pleasanton participates in FEMA's National Flood Insurance Program, so residents may purchase a separate flood insurance policy. This insurance is backed by the Federal Government and is available to everyone. The city of Pleasanton also participates in the Community Rating System from which residents may receive a 15% reduction in their insurance premium. *There is a 30-day waiting period before the National Flood Insurance Program coverage takes effect.* Contact your property insurance agent to see if a flood insurance policy would help you.
2. **Turn around, don't drown!** Many deaths are a result of careless or unsuspecting individuals who attempt to drive or walk through flooded roads. Never walk or drive through flood waters. Water as low as two feet deep can sweep away most automobiles.

3. Talk to us about protecting your house or business. Various options 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 a flood is imminent, last-minute emergency measures 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 damage. *Whatever emergency protection measures you choose to use, it is always best to have a plan to ensure you don't forget anything after the flood warning.* To increase the safety of your property and reduce insurance premiums consider building to higher standards. 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, elevate your structure above the base flood elevation.

4. *A permit may be needed to ensure that a property change is compliant with current regulations.* No structure or land shall be constructed, located, extended, converted or altered without full compliance with the terms of the city of Pleasanton's Flood Damage Prevention ordinance. Check with the Building Division at (925) 931-5300 before you build, alter, regrade or fill your property. These regulations are designed to protect your property from flood damage and to ensure you don't cause a water problem for your neighbors.
5. *Don't pour oil, grease, pesticides, or other pollutants down storm drains or into the ditches and streams.* Within the city of Pleasanton, stormwater runoff is channelized into the city's storm drain system. The runoff 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.

## FEMA Recommendations

FEMA recommends the following to help prepare you and your family 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 utility shut-offs are and how to turn them off including your gas, water, and electrical services.
4. Have a copy of medical records stored with your emergency supplies.
5. Make sure you are safe, and prevent possible bigger problems later on, by having occasional home inspections.
6. Discuss evacuation plans with your kids and teach them to call 9-1-1 in an emergency.
7. Know your insurance policy: what it covers and what it does not cover.
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 supply kit in your car.

## 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."

## 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 has special provisions Regulating construction and other development within floodplains. Without these 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 Department inside the Permit Center at 200 Old Bernal Avenue.

## Drainage System Maintenance

The Zone 7 Water Agency and the city of Pleasanton perform routine maintenance of the city's waterways, including inspection and cleaning. The city of Pleasanton clears storm drain inlets when blockages occur. 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) 931-5500.

## Additional Information

### Important phone numbers:

Engineering Department: (925) 931-5650

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

