

# Santa Rosa

## Response and Recovery from 2017 Fires

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OUR FUTURE IN EVERY DRÖP

# Santa Rosa Water

- Provide water and sewer service to 175k customers in Santa Rosa
- Provide regional wastewater treatment for 213,000+ customers
- Maintain over 1,200 miles of water and sewer pipe
- Storm water and flood control
- Annual budget—\$175 million
- Staff of 250



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# Presentation Overview

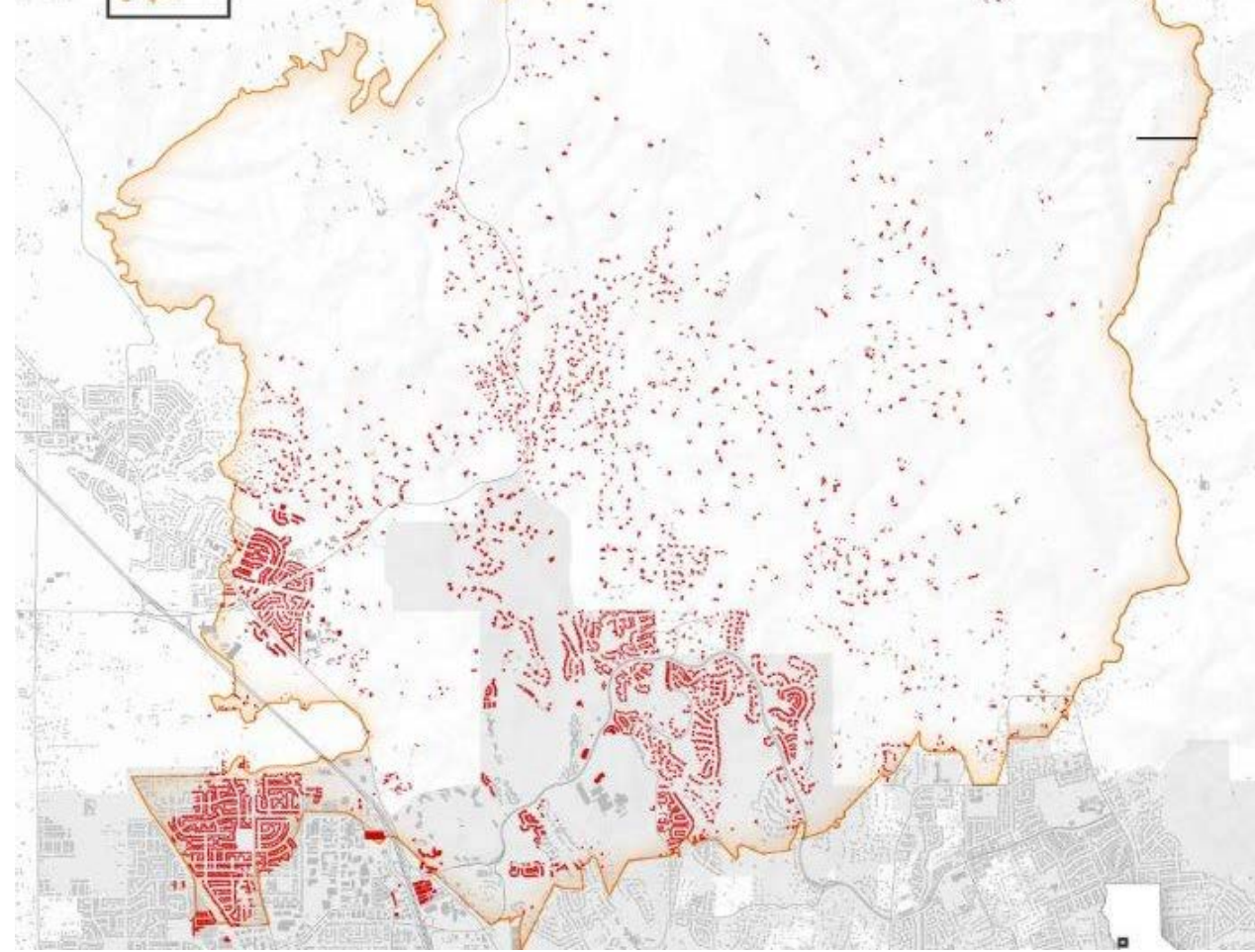
- The Fires
- The Response
- The Impact
- The Recovery



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# First and Foremost

- This was a tragic devastating event
- Hit the Santa Rosa community in a very personal way, including impacts to many/most City employees
- 42 fatalities from these fires, 22 residents of SR
- 3100 homes in Santa Rosa were destroyed – about 5% of housing stock
- Countless heroes and heroic efforts from the staff of Santa Rosa



# The Fires



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# The Iconic Roundbarn



# Kmart Complex



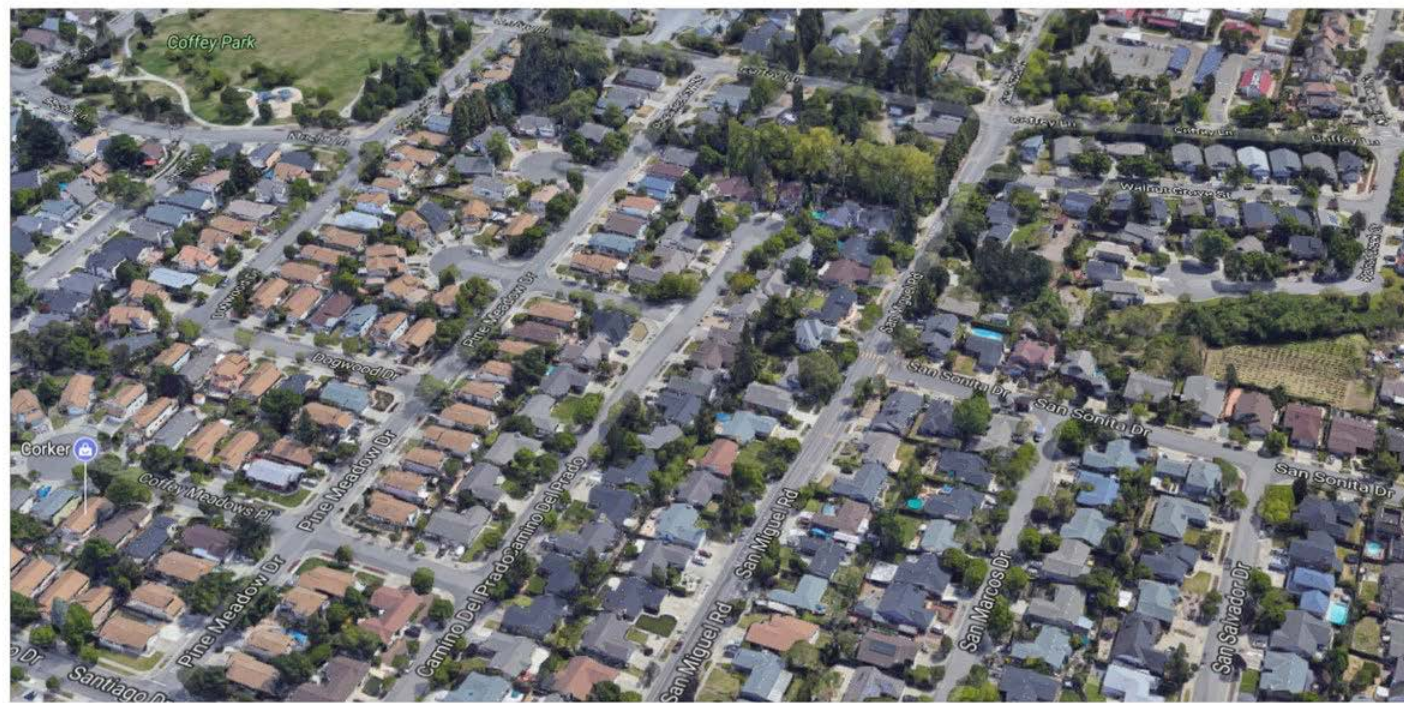
# Hilton hotel















# The Response



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No plan survives  
first contact with  
the enemy. What  
matters is how  
quickly the leader is  
able to adapt.

meetville.com

*Tim Harford*

Preparing for battle, I have always found  
that plans are useless but planning is  
indispensable.

(Dwight D. Eisenhower)

izquotes.com



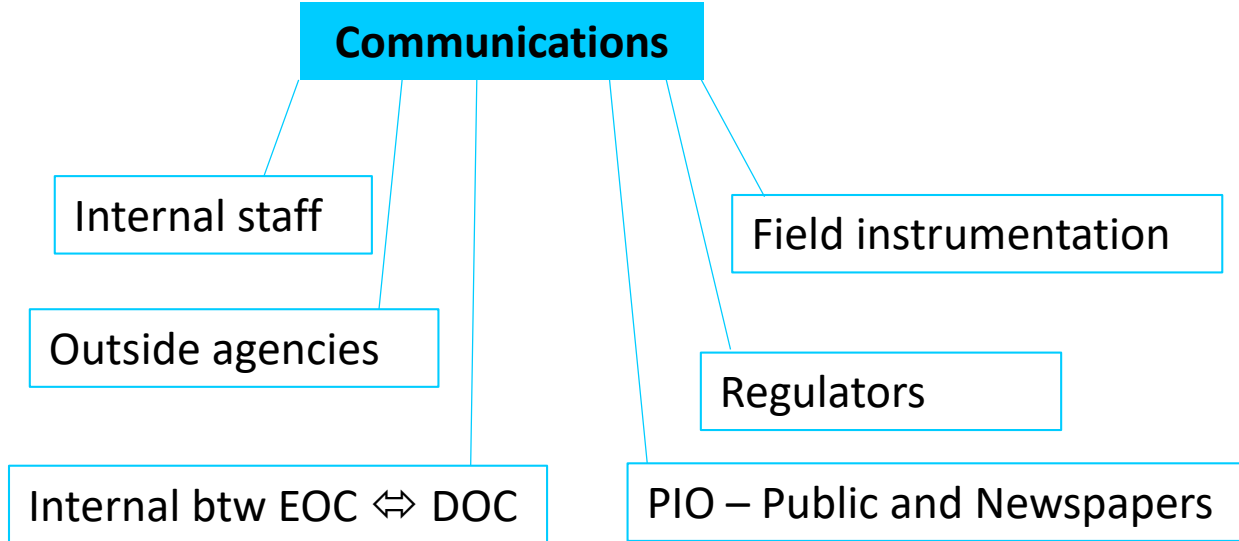
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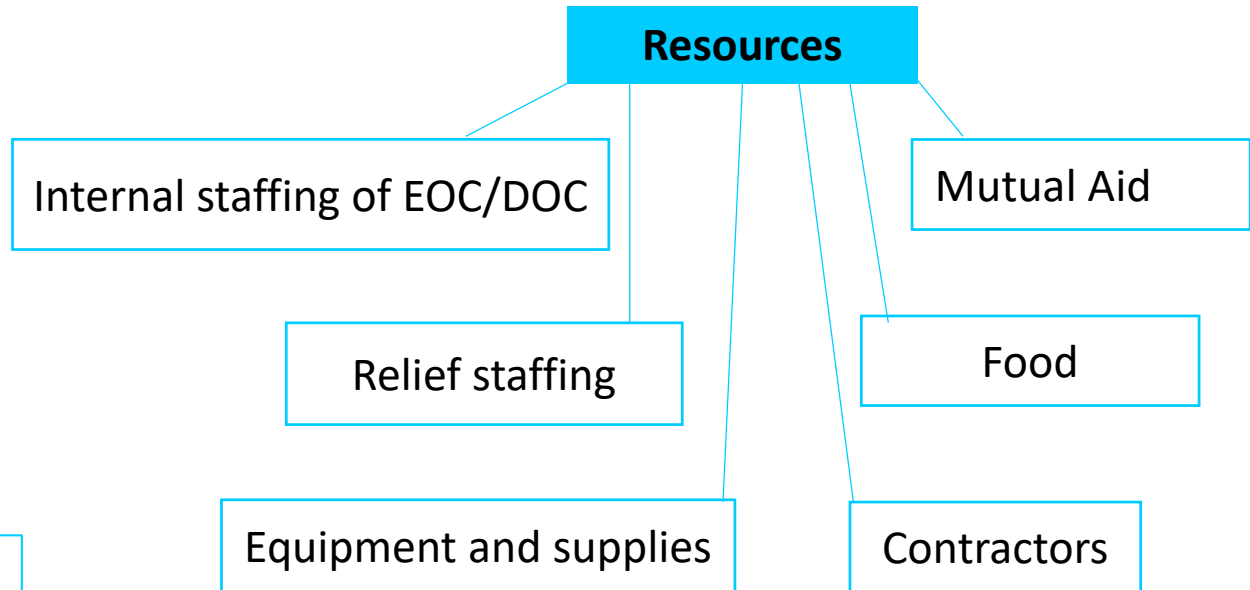
# Emergency Response

## Structure

### Communications



### Resources



# Fire Response – Key Lessons Learned

- “Who’s in Charge?”
- Plan/process for adaptively managing your response plan
- Tactics vs. Strategy
- FEMA processes
- Fatigue
- Basis of internal assignments
- Mutual Aid
- Role of staff vs. Electeds

# The Damage







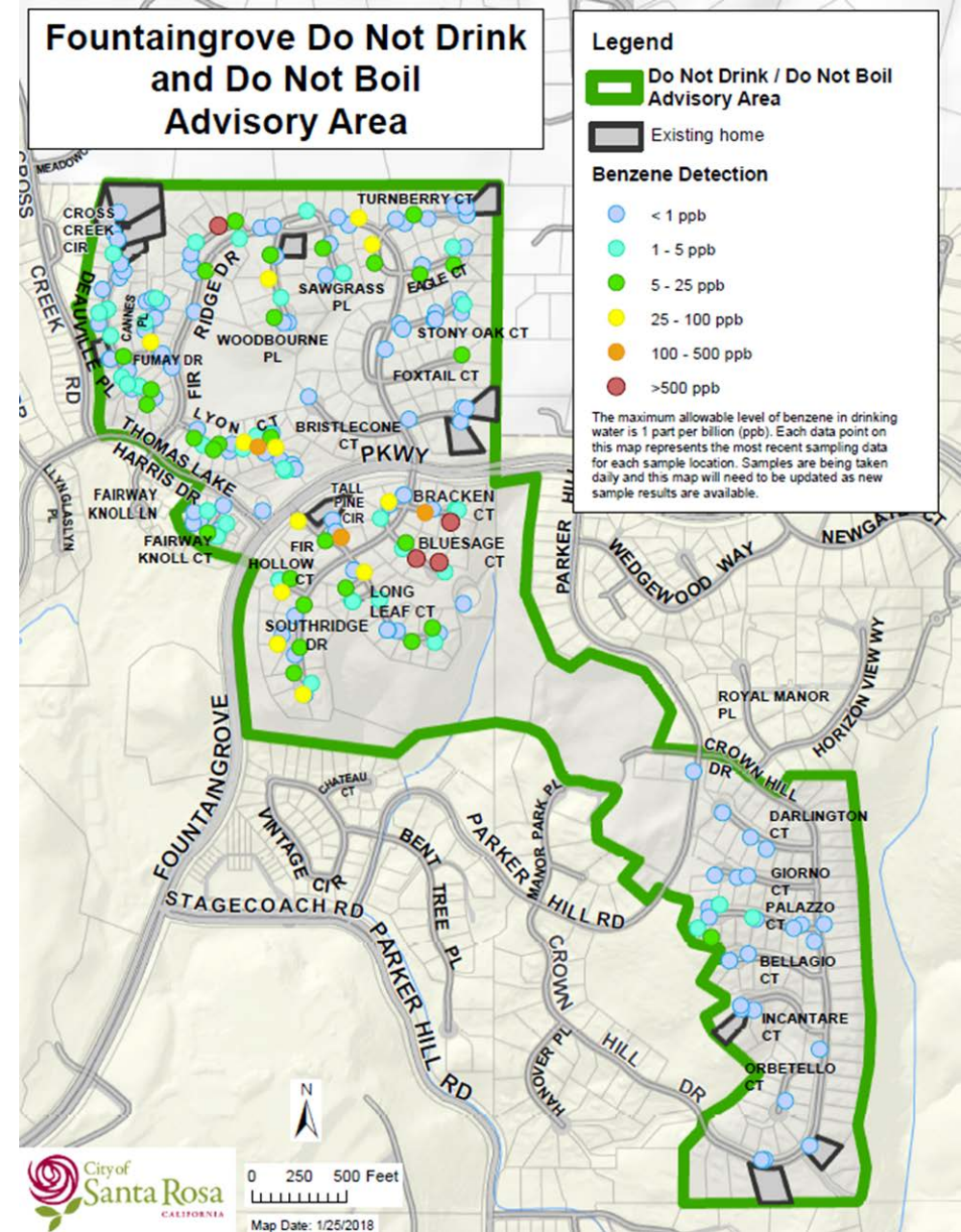






# Water Distribution System

- During fire lost system pressure
  - Issued precautionary DND notice, lifted soon after
- Post-fire, had an taste/odor complaint
  - Quickly identified an issue of hydrocarbons in the water, issued strict advisory
  - Due to burning of plastic pipes/components coupled with loss of pressure allowing contamination to enter distribution system



# The Recovery

- Debris cleanup
- Rebuild damaged infrastructure
- Update fiscal plan with 5-7% loss of revenue stream
- Watershed post-fire concerns
- Residual issues with fire-related contamination in water system
- Rebuild coordination with customers



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# Questions?

