Santa Rosa
Response and Recovery from 2017 Fires

Joe Schiavone
Deputy Director – Water & Sewer Operations
Santa Rosa Water
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
Presentation Overview

• The Fires
• The Response
• The Impact
• The Recovery
First and Foremost

• Tragic and devastating event
• Affected the Santa Rosa community in a very personal way, including impacts to City employees
• 42 fatalities from these fires
• 3100 homes in Santa Rosa were destroyed – about 5% of the housing inventory
• Countless heroes and heroic efforts by City staff
The Fires
The Iconic Roundbarn
Kmart Complex
No plan survives first contact with the enemy. What matters is how quickly the leader is able to adapt.

Tim Harford

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

(Dwight D. Eisenhower)

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Emergency Response

Structure

Communications
- Internal staff
- Outside agencies
- Internal btw EOC ↔ DOC
- Field instrumentation
- Regulators
- PIO – Public and Newspapers

Resources
- Internal staffing of EOC/DOC
- Relief staffing
- Equipment and supplies
- Mutual Aid
- Food
- Contractors

Santa Rosa WATER

OUR FUTURE IN EVERY DROP
Fire Response – Key Lessons Learned

• “Who’s in Charge?”
• Plan/process for adaptively managing your response plan
• Develop a Strategy
• Fatigue
• Basis of internal assignments
• Mutual Aid
• FEMA processes
The Damage
The unexpected
The Recovery

• Debris cleanup
• Rebuild damaged infrastructure
• Update fiscal plan with 5-7% loss of revenue stream
• Watershed post-fire concerns
• Rebuild coordination with customers
Questions?