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1. COMMUNITY SAFETY

GOAL S-1. A safe community that is aware of risks and prepared for emergencies.

PUBLIC AWARENESS AND GENERAL SAFETY MEASURES

POLICY S1.1 Facilitate ongoing public education and awareness to prevent loss of life and property from impacts of natural and human-made disasters. [NEW POLICY] [N1]

Program S1.1.1 Expand public education programs that strongly encourage each household in the City to be prepared to be self-sufficient, with enough stored water to support the entire household, for at least one week after a major earthquake, flood, terrorism event, pandemic or other major disaster. [Previous Program N-82] [N2]

Program S1.1.2 Continue to implement the Emergency Services Volunteer program and encourage residents and employees to participate in citywide emergency drills and other public education activities. [PTC] [NEW PROGRAM] [N3]

Community Safety

POLICY S1.2 Support the Palo Alto Police Department’s efforts in public safety education and community outreach. Use education and crime prevention as integral parts of the practice of law enforcement. [PTC] [NEW POLICY] [N4]

Deter criminal behavior in Palo Alto through a multidisciplinary approach that includes a safe built environment, effective social services, functional administrative processes and required Police Department review of site plans for major development proposals. [NEW POLICY] [N5]

Program S1.3.1 Coordinate with the Police Department and local social service non-profits to develop a strategy for identifying,

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intercepting and assisting potential offenders before crimes occur. [NEW PROGRAM] [N6]

POLICY S1.4 Encourage the development of community-based law enforcement strategies, including partnerships with school districts, businesses, nonprofit organizations, and community groups such as Emergency Services Volunteers. [PTC] [NEW POLICY] [N7]

Program S1.4.1 Promote neighborhood security by providing crime prevention information and training to neighborhood organizations, and continuing to fund resident involvement in neighborhood safety programs such as “Know Your Neighbor” grants. [NEW PROGRAM] [N8]

Program S1.4.2 Collaborate with the Palo Alto Unified School District and the Palo Alto Library to provide community safety education.[PTC][NEW PROGRAM] [N9]

Program S1.4.3 Assist the Palo Alto Unified School District with the development of secure school facility projects and programs. [PTC] [NEW PROGRAM] [N10]

Program S1.4.4 Continue to support and encourage participation in Police Department programs to introduce youth to the importance and benefits of local law enforcement. [PTC] [NEW PROGRAM] [N11]

POLICY S1.5

Work with the Police Department to develop effective, transparent law enforcement strategies that protect the privacy and civil liberties of all residents [NEW POLICY] [N12]

Program S1.5.1 Enhance police training for evolving challenges, such as small- and large-scale human threats, interacting with individuals with mental illness, and non-lethal alternatives.[NEW PROGRAM] [N13]

POLICY S1.6

Regularly review the adequacy of law enforcement services and emergency services in the City. Plan and develop law enforcement infrastructure and technology according to overall need and City growth. [PTC] [NEW POLICY] [N14]

Program S1.6.1 Periodically monitor and review the level of public safety staffing required for efficient local service delivery. [PTC] [NEW PROGRAM] [N15]

Program S1.6.2 Complete the new Public Safety building on schedule to adequately meet the Police Department’s requirements to maintain secure operations during a natural disaster and other crisis events. [PTC] [NEW PROGRAM] [N16]

2. NATURAL HAZARDS

GOAL S-2. Protection of Life, Ecosystems and Property From Natural Hazards and Disasters, Including Earthquake, Landslide, Flooding, and Fire

GENERAL SAFETY MEASURES

- POLICY S2.1 Focus efforts to reduce exposure to natural hazards in those areas of the City where the greatest risks exist. [Previous Policy N-49] [N17]
- POLICY S2.2 Implement public safety improvements, such as access roads and other infrastructure, in a manner that is sensitive to the environment. [Previous Policy N-50] [N18]

EARTHQUAKES AND GEOLOGIC HAZARDS

- POLICY S2.3 Expand citizen awareness of seismic and geologic hazards through public education and preparedness. [PTC] [NEW POLICY] [N19]
- POLICY S2.4 *Program S2.3.1 Strengthen earthquake preparedness activities with Palo Alto Unified School District. [PTC] [NEW PROGRAM] [N20]*
- Minimize exposure of people and structures to geologic hazards, including slope stability, subsidence, and expansive soils, and to seismic hazards including groundshaking, fault rupture, liquefaction, and landslides. [Previous Policy N-51] [N21]
- POLICY S2.5 *Program S2.4.1 Periodically review and update the City’s Seismic Hazard Ordinance. [PTC] [NEW PROGRAM] [N22]*
- Promote rehabilitation and renovation of existing buildings, particularly those whose loss would have the greatest community impacts, using incentives as a way to ensure safe and structurally sound buildings. [PTC] [NEW POLICY] [N23]

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Program S2.5.1 Strictly enforce State Uniform Building Code and locally adopted seismic safety requirements. [Previous Program N-69] [N24]

Program S2.5.2 Continue to provide appropriate incentives for seismic retrofits of structures throughout the city, particularly those building types that would affect the most people in the event of an earthquake. [Previous Program N-70] [N25]

Program S2.5.3 Study the possibility of incorporating a sunset date into the program that allows transfer of development rights. [PTC] [NEW PROGRAM] [N26]

Program S2.5.4 Explore the use of Community Development Block Grants, Palo Alto Housing Funds and other sources of funding to promote retrofitting of existing soft-story construction by owners of lower income and senior housing. [PTC] [NEW PROGRAM] [N27]

POLICY S2.6

Encourage property owners and business owners to evaluate their vulnerability to earthquake hazards and take appropriate action to minimize their risk. [PTC] [NEW POLICY] [N28]

Program S2.6.1 As part of the construction permitting process for proposed new and redeveloped buildings in areas of identified hazard shown on Figure XX—structures that would affect the most people in a seismic event—require submittal to the City of a geotechnical/seismic report that identifies specific risks and appropriate mitigation measures. [Previous Program N-73] [N29]

Program S2.6.2 Review and update, as appropriate, City code requirements for excavation, grading, filling and construction to ensure that they conform to currently accepted and adopted standards. [Previous Program N-74] [N30]

Program S2.6.3 Utilize the results of Palo Alto's Seismic Hazards Identification Program and inventory of potentially seismically vulnerable building types to establish priorities and incentives to encourage structural retrofits. [NEW PROGRAM] [N31]

FLOOD HAZARD AND MITIGATION

Minimize exposure to flood hazards of proposed development in FEMA-designated Special Flood Hazard Areas. [Previous Policy N-52] [N32]

POLICY S2.7

- Program S2.7.1 Establish a standardized process for evaluating the impacts of development on the storm drainage system.[Previous Program N-75] [N33]*
- Program S2.7.2 Implement flood mitigation requirements of FEMA in Special Flood Hazard Areas as illustrated on the Flood Insurance Rate Maps. [Previous Program N-76] [N34]*
- Program S2.7.3 Continue participating in FEMA’s Community Rating System to reduce flood insurance for local residents and businesses. [PTC] [NEW PROGRAM] [N35]*
- Program S2.7.4 Partner with appropriate agencies to consider the issue of how flood zones may need to be expanded as a result of sea level rise or of changes in creek channels due to increased likelihood of extreme storm events caused by climate change. [PTC] [NEW PROGRAM] [N35]*
- Program S2.7.5 Collaborate with the San Francisquito Creek Joint Powers Authority and the Santa Clara Valley Water District to plan and implement efforts that stabilize, restore, maintain and provide one percent (100- year) flood protection adjacent to San Francisquito Creek. [PTC] [NEW PROGRAM] [N36]*
- Program S2.7.6 Work with the San Francisquito Creek Joint Powers Authority on efforts to replace the City-owned Newell Street Bridge and the San Francisquito Creek Joint Powers Authority-owned Chaucer Street Bridge. [NEW PROGRAM] [N37]*

POLICY S2.8

Support regional efforts to improve bay levees. [NEW POLICY] [N38]

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Monitor and respond to the risk of flooding caused by climate change-related changes to precipitation patterns, sea level rise, tides, and storm surges. [PTC] [NEW POLICY] [N39]

POLICY S2.9 *Program S2.9.1 Work cooperatively with the Santa Clara Valley Water District to provide flood protection from high tide events on San Francisco Bay, taking into account the impacts of future sea level rise, to provide one percent (100-year) flood protection from tidal flooding. [PTC] [NEW PROGRAM] [N40]*

Program S2.9.2 Work with regional, State, and federal agencies to determine if sea levels in the San Francisco Bay warrant additional adaptation strategies to address flooding hazards to existing or new development and infrastructure. [NEW PROGRAM] [N41]

Program S2.9.3 Implement shoreline development regulations to ensure that new development is protected from potential impacts of flooding resulting from sea level rise and significant storm events. Regulations may include new shoreline setback requirements; limits on lot line adjustments to avoid the creation of vulnerable shoreline lots; incentive or transfer of development rights (TDR) programs to relocate existing development away from high risk areas; and/or triggers for relocation or removal of existing structures based on changing site conditions and other factors. [NEW PROGRAM] [N40]

POLICY S2.10

Monitor and maintain the integrity of all essential public facilities during flood events. [NEW POLICY] [N42]

^{POLICY S2.11} DROUGHT

Support the development a multi-faceted approach to ensure the resiliency of water management in Palo Alto, during significant (or extended) periods of drought. [NEW POLICY] [N43]

Program S2.11.1 Study the supply and quality of local groundwater aquifers to better understand their utility as natural water storage during severe drought. [NEW PROGRAM] [N44]

Program S2.11.2 Work with local public agencies to educate residents regarding the public health, fire and overall quality of life risks associated with long-term drought. [NEW PROGRAM] [N45]

Program S2.11.3 Evaluate the development and implementation of a new set of development criteria and standards specific to water conservation in times of severe long-term drought. [NEW PROGRAM] [N46]

FIRE PROTECTION AND AWARENESS

POLICY S2.1 Minimize exposure to wildland and urban fire hazards through rapid emergency response, proactive code enforcement, public education programs, use of modern fire prevention measures, and adequate emergency management preparation. [Previous Policy N-53] [N47]

Program S2.1.1 Regularly review and update the Fire Department's operations, training facilities, and programs to ensure consistency with current standards and Best Management Practices. [PTC] [NEW PROGRAM] [N48]

POLICY S2.2 Require that the planning and design of development in areas exposed to wildland fire hazards minimize the risks of wildfire and include adequate provisions for vegetation management, emergency access, and firefighting. [NEW POLICY required by SB 1241] [N49]

Program S2.2.1 Regularly review and update the Palo Alto Foothills Fire Management Plan and the fire emergency evacuation provisions in the City's Emergency Management Plan to ensure consistency with current standards and Best Management Practices. [Previous Program N-77] [N50]

Program S2.2.2 Implement the Foothills Fire Management Plan to balance conservation of natural resources with reduction of fire hazards especially in open space areas. [PTC] [NEW PROGRAM] [N51]

Program S2.2.3 Minimize fire hazards by implementing low density zoning in wildland fire hazard areas. [Previous Program N-79] [N52]

SAFETY ELEMENT

Program S2.2.4 Work collaboratively with other jurisdictions and agencies to reduce wildfire hazards in and around Palo Alto, with an emphasis on effective vegetation management and mutual aid agreements. [NEW PROGRAM] [N53]

Program S2.2.5 Consider implementation of CAL FIRE recommended programs in educating and involving the local community to diminish potential loss caused by wildfire and identify prevention measures to reduce those risks. [PTC] [NEW PROGRAM] [N54]

POLICY S2.3 Provide emergency fire and medical services consistent with the response time standards set forth in the Fire Department's annual budget. [Previous Policy N-54] [N55]

Program S2.3.1 Evaluate measures for optimal service delivery to improve efficiency; develop automatic or mutual aid agreements with other jurisdictions, including Stanford, to improve efficiencies. [Previous Program N-80] [N56]

Program S2.3.2 Upgrade fire stations so that all remain fully functional following earthquakes. [NEW PROGRAM] [N57]

Program S2.3.3 Review the Stanford University fire safety services contract to ensure that the budgetary and service commitment it establishes does not compromise the Department's ability to serve the City of Palo Alto. [NEW PROGRAM] [N58]

POLICY S2.4

Support Palo Alto Fire Department's efforts in public education and community outreach to prevent injury, loss of life, and damage to property from accidental fires.[PTC] [NEW POLICY] [N59]

Program S2.4.1 Provide public education on fire safety, including fire prevention, evacuation routes and guidelines for clearance of landscaping and other hazards around structures. [Previous Program N-78] [N60]

POLICY S2.5

Monitor and respond to the risk of wild land fire hazards caused by climate change. [PTC] [NEW POLICY] [N61]

3. HUMAN-CAUSED THREATS

GOAL S-3. An Environment Free of the Damaging Effects of Human-Caused Threats and Hazardous Materials.

Discourage the use of toxic and hazardous materials. Promote the use of alternative materials and practices that are environmentally benign. [Previous Policy N-30] [N62]

POLICY S3.1

- Program S3.1.1 Work with non-profit organizations to provide information to the public regarding pesticides and other commonly used hazardous materials, environmentally preferable alternatives, and safe recycling and disposal practices to all user groups. [Previous Program N-46] [N63]*
- Program S3.1.2 Continue City permitting procedures for commercial and industrial storage, use, and handling of hazardous materials. [Previous Program N-47] [N64]*
- Program S3.1.3 Continue providing regular household hazardous waste collection events at the Palo Alto Regional Water Quality Control Plant and strive to make these programs more convenient and accessible to residents. [Previous Program N-48] [N65]*
- Program S3.1.4 Continue to allow small quantity generators to dispose of hazardous waste at cost. [Previous Program N-50] [N66]*
- Program S3.1.5 Continue to educate residents on the proper disposal of pharmaceutical and household hazardous waste. Encourage proper disposal of medications through pharmacies or drug take-back programs rather than flushing. [NEW PROGRAM] [N67]*

POLICY S3.2

POLICY S3.3

Continue working with appropriate agencies to clean up hazardous waste sites and contaminated groundwater. [N68]

Support public agency policies, regulations, legislation, and programs that implement Santa Clara County's Hazardous Materials Management Program. [Previous Policy N-32] [N69]

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- POLICY S3.4 Protect City authority for the approval or denial of proposed commercial hazardous waste treatment, storage, or disposal facilities in the City. Continue to support the concept of “fair share” agreements between counties in the siting of such facilities. [Previous Policy N-33] [N70]
- POLICY S3.5 Monitor federal and State terrorism response planning to ensure that Palo Alto is well-prepared in the event of a terrorist act. [NEW POLICY] [N71]
- Program S3.5.1 Update Palo Alto’s 2001 Terrorism Response Plan.[NEW PROGRAM] [N72]*
- POLICY S3.6 Decrease the risks associated with rail infrastructure in Palo Alto, including the movement of hazardous materials through the City and the dangers of passenger trains in a fully-developed, populated environment. [NEW POLICY] [N73]
- Program S3.6.1 Work with the freight industry to monitor the contents of freight trains intersecting Palo Alto for potentially hazardous materials, and to establish accountability for accidents and spills. [NEW PROGRAM] [N74]*
- Program S3.6.2 Develop a campaign, in concert with Caltrain and the Palo Alto Unified School District, to educate students on the dangers of rail trespass and the benefits of suicide support services available in Palo Alto. [NEW PROGRAM] [N75]*

4. INFRASTRUCTURE

GOAL S-4. Infrastructure that is prudently managed and maintained to protect public health, resident safety and the natural environment.

POLICY S4.1

WATER SUPPLY AND SAFETY

Encourage conservation and efficient use of water by all customers through a diverse portfolio of education, rebates, assistance programs, and building requirements. [PTC] [NEW POLICY] [N76]

Program S4.1.1 Maintain cost-effective citywide water conservation and efficiency programs for all customers, including low income customers. [Previous Program N-24] [N77]

Secure a reliable, long-term supply of water for Palo Alto. [Previous Policy N-19] [N78]

POLICY S4.2

Program S4.2.1 Investigate ways to reuse non-traditional water sources including recycled, gray, black and stormwater. [NEW PROGRAM] [N79]

WASTEWATER TREATMENT

POLICY S4.3

Reduce the discharge of toxic materials into the City's sanitary sewer collection system by promoting the use of Best Management Practices and reducing pollutant levels in City wastewater discharges. [Previous Policy N-25] [N80]

Program S4.3.1 Work with commercial and industrial dischargers to identify and implement pollution prevention measures and Best Management Practices to eliminate or reduce the discharge of metals and other pollutants of concern. [Previous Program N-35] [N81]

POLICY S4.4

Program S4.3.2 Provide incentives to encourage commercial dischargers to consistently go beyond minimum requirements of the Clean Bay Business Program. [PTC] [NEW PROGRAM] [N82]

Provide, maintain, and operate wastewater treatment facilities, including maintaining adequate capacity at the Regional Water Quality Control Plant located in Palo Alto, to accommodate projected economic and population growth. Ensure that the plant operates in compliance with applicable local, State, and federal clean water, clean air, and health and safety regulatory requirements. [PTC] [NEW POLICY] [N83]

Program S4.4.1 Implement approved recommendations based on the Long-Term Facilities Plan prepared for the Regional Water Quality Control Plant. [PTC] [NEW PROGRAM] [N84]

RECYCLED WATER

- POLICY S4.5
- Encourage owners of existing residential and commercial property to conserve water by modeling best practices including replacing inefficient plumbing fixtures in buildings, installing drought tolerant landscape and harvesting rainwater. [NEW POLICY] [N85]
- Program S4.5.1 Expand existing recycled water infrastructure to serve a larger area. Consider requiring that “purple pipe” be added whenever streets are opened for other infrastructure work. [NEW PROGRAM] [N86]*
- Program S4.5.2 Educate customers on efficient water use (indoor and outdoor), tree care, and landscaping options. [NEW PROGRAM] [N87]*
- Program S4.5.3 Require separate irrigation systems that can accept recycled water for landscape irrigation for larger developments. [PTC] [Previous Program N-26] [N88]*
- POLICY S4.6
- Improve source control and treatment of recycled water, including reducing the salinity of recycled water, to maximize its use. [PTC] [NEW POLICY] [N89]

STORMWATER MANAGEMENT

- POLICY S4.7
- Promote the capture and reuse of stormwater for irrigation and other purposes, and improved public safety. [N90]
- Program S4.7.1 Develop and implement a green stormwater infrastructure plan with the goal to treat and infiltrate stormwater. [NEW PROGRAM] [N91]*
- POLICY S4.1
- Program S4.7.2 Mitigate flooding through improved surface permeability or paved areas, and stormwater capture and storage. [NEW PROGRAM] [N92]*
- Improve storm drainage performance by constructing new system improvements where necessary and replacing undersized or otherwise inadequate lines with larger lines or parallel lines. [Previous Policy N-24] [N93]

Program S4.1.1 Complete improvements to the storm drainage system consistent with the priorities outlined in the City's 1993 Storm Drainage Master Plan. [Previous Program N-36] [N94]

Solid Waste

POLICY S4.2

Strive for 95% landfill diversion by 2030, and ultimately zero waste, by enhancing policies and programs for waste reduction, recycling, composting and reuse. [Previous Policy N-34] [N95]

Program S4.2.1 Encourage residential and commercial food waste reduction through incentives, educational outreach and programs. [PTC] [NEW PROGRAM] [N96]

Program S4.2.2 To the extent allowed by law, use refuse rate structures that incentivize waste reduction. [Previous Program N-51] [N97]

Program S4.2.3 Continue to promote composting. Consider extending composting to include food wastes. [Previous Program N-52] [N98]

Program S4.2.4 Continue to develop and improve recycling and composting programs for all waste generators. [Previous Program N-53] [N99]

Program S4.2.5 Continue to develop long-term solid waste management programs that include environmentally sound disposal methods, composting and other organics processing alternatives, and environmentally responsible recycling programs. [Previous Program N-54] [N100]

POLICY S4.3

Program S4.2.6 Work with CalRecycle and the Department of Toxic Substances Control to develop a City-wide electronics and digital hardware recycling program. [N101]

Reduce solid waste generation through salvage and reuse of building materials, including architecturally and historically significant materials. [Previous Policy N-35] [N102]

Program S4.3.1 Periodically review and update the adopted Construction and Debris program. [PTC] [NEW PROGRAM] [N103]

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Program S4.3.2 Educate Palo Alto residents and developers about available incentives to use environmental friendly deconstruction activities to minimize our carbon footprint, to save natural resources, as well as space in our landfills. [PTC] [NEW PROGRAM] [N104]

Support state and federal legislation encouraging the use of recyclable and recycled content goods. [Previous Policy N-38] [N105]

POLICY S4.4 Continue to implement the City’s Environmentally Preferred Purchasing policy and programs to reduce waste, toxic product use, resource consumption and to maximize energy efficiency. [PTC]
POLICY S4.5 [NEW POLICY] [N106]

POLICY S4.6 Encourage the use of reusable, returnable, recyclable, and repairable goods, and discourage the use of single use plastic water bottles, through incentives, educational displays and activities, and City purchasing policies and practices. [Previous Policy N-36] [N107]

TELECOMMUNICATIONS AND CYBERSECURITY

POLICY S4.7 Strive to provide access to a range of secure, state-of-the-art telecommunications systems by all households, businesses and institutions in Palo Alto. [NEW POLICY] [N108]

Program S4.7.1 Facilitate marketplace competition from multiple telecommunications providers to maximize access to secure, efficient service. [NEW PROGRAM] [N109]

Program S4.7.2 Establish criteria for the installation of maximum security telecommunications technology in new large-scale commercial and business development projects. [NEW PROGRAM] [N110]
POLICY S4.8

Ensure that the City of Palo Alto’s computer and digital infrastructure are maintained such that public data, records and utilities are secure from external access and internal system failures. [NEW POLICY] [N111]

Program S4.8.1 Complete an inventory of the City’s digital infrastructure to locate vulnerabilities and gaps in system redundancies and develop recommendations for improved cybersecurity. [NEW PROGRAM] [N112]

Program S4.8.2 Establish an off-grid Wi-Fi network that will be available to public safety responders in the event of power interruption during an emergency or disaster. [NEW PROGRAM] [N113]

POWER

POLICY S4.9

Support the development of an independent, redundant power grid in Palo Alto, in order to ensure energy resiliency in the event of natural disasters or other threats. [NEW POLICY] [N114]

Program S4.9.1 Identify solutions to add an additional power line to Palo Alto to ensure redundancy. [NEW PROGRAM] [N115]

Program S4.9.2 Explore incentives to adopt emerging, residential off-grid capabilities and technologies, including back-up power sources vital in the event of natural disasters or other threats. [NEW PROGRAM] [N116]

5. EMERGENCY MANAGEMENT

GOAL S-5. A Coordinated Plan for Effective Emergency Preparedness and Response.

POLICY S5.1

Follow the guidelines in the Emergency Operations Plan and continue towards implementing the four phases of National Incident Management Systems (NIMS): mitigation/prevention, preparedness, response, and recovery. [PTC] [NEW POLICY] [N117]

Program S5.1.1 Regularly update and make publicly available the City of Palo Alto Emergency Operations Plan (EOP). [PTC] [NEW PROGRAM] [N118]

Program S5.1.2 Participate in local and regional planning efforts to mitigate, prepare for, respond to, and recover from emergencies. [Previous Program N-81] [N119]

Program S5.1.3 Implement the mitigation strategies and guidelines provided by the Local Hazard Mitigation Plan, including

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*evolving hazards resulting from climate change. [PTC]
[NEW PROGRAM] [N120]*

Program S5.1.4 Continue citywide efforts to underground utility wires to limit injury, loss of life, and damage to property in the event of human-made or natural disasters. [PTC] [NEW PROGRAM] [N121]

Program S5.1.5 Enhance the safety of City-owned natural gas pipeline operations. Work with customers, public safety officials, and industry leaders to ensure the safe delivery of natural gas throughout the service area. Provide safety information to all residents on City-owned natural gas distribution pipelines. [PTC] [NEW PROGRAM] [N122]

Program S5.1.6 Implement the guidelines provided in the Utilities Emergency Response Plan to ensure continuity of City utilities operation after natural or manmade disasters. [PTC] [NEW PROGRAM] [N123]

Program S5.1.7 Provide off-grid and/or backup power sources for critical City facilities to ensure uninterrupted power during emergencies and disasters. [N124]

POLICY S5.2

Encourage multiagency coordination in case of incidents that cross disciplinary or jurisdictional boundaries or coordination that involves complex incident management scenarios. [PTC] [NEW POLICY] [N125]

POLICY S5.3

Work with other government agencies, neighboring cities, local institutions, non-profit organizations, and private corporations with established emergency response functions to enhance the City's overall emergency response capabilities. [PTC] [NEW POLICY] [N126]

Program S5.3.1 Use the Santa Clara County Alert SCC emergency notification system to notify residents when needed. [PTC] [Previous Program G-10] [N127]