



SAN RAMON FLOODING – SUNNY GLEN AREA FREQUENTLY ASKED QUESTIONS

1. ***What caused the South San Ramon Creek culvert under Alcosta Blvd. to back up? Was it clogged or just too much rain?***

There were no observed clogs or restrictions to flow at Alcosta Blvd. prior to the creek overflowing its banks. From midnight December 30 to midnight of December 31, 2022, the rain gauge closest to the flood event recorded a little over 5-inches of rain. This represents approximately one-quarter of a normal year's rainfall in a single day. This rain event occurred after San Ramon had already received over 11-inches of rain for the year. The already saturated ground had little capacity for further absorption resulting in the rain exceeding the creeks capacity.

2. ***Why were the storm drains not working in Sunny Glen, and why were the vacuum trucks here for four days following the flood and cleaning drains?***

The storm drain system was fully functional. Drainage inlets along Fircrest and Craydon conveyed water to the creek throughout the day on December 31, 2022 as designed, without any issues. Once water levels within the creek exceeded the top of the drainage outfall pipes and overtopped the banks at the culvert, the water no longer had anywhere to go and the flooding began. As time passed and the creek water subsided back below levels of the outfall pipes, Fircrest Lane and Craydon Circle once again were able to drain storm water to the creek properly.

In response to the December 31, 2022 flood event, City staff requested that PSI, the City's on-call drainage contractor, visually inspect the affected drainage system using closed circuit cameras and remove any debris deposited during the flood event. Often during flood events, drainage systems become impacted with mud/rock, landscape vegetation and materials, tree/wood debris, and various other garbage that is carried by the flood waters. A thorough review of the system allowed PSI to isolate debris deposits and ensure the system was free of all obstructions.

3. ***Why does the South San Ramon Creek south of Alcosta Blvd. have so much vegetation in it? The residents are concerned that it is not being cleared before winter.***



South San Ramon Creek is inspected and maintained on an on-going, as-needed basis. The intent of this process is to maintain the creek to its original design standard. As needed, City staff or contractors, identify and remove downed trees/branches impeding flow, pompous grass, bramble bushes, sucker trees, and any foreign or native objects that could interrupt flow. Much of the maintenance responsibility of the Creek south of Alcosta Blvd. is the responsibility of Villa San Ramon.

4. *How is South San Ramon Creek maintained downstream after leaving San Ramon? The residents are worried that it is backing up from downstream debris.*

South of San Ramon, South San Ramon Creek is maintained by the Zone 7 Water Agency. The water elevation is controlled by a drop structure very near to the San Ramon City limit. Backflows of water south of San Ramon in the flood control channel did not contribute to the flood.

5. *Why is South San Ramon Creek so shallow north of Alcosta Blvd. within the golf course?*

The South San Ramon Creek flood control channels were designed over 50 years ago and why certain design decisions were made is not known. The nature of the creek in the golf course does allow for both a low-flow channel and high-flow and overflow areas. As the water spreads out on the golf course this somewhat reduces the risk of flooding downstream.

6. *What is the City planning to do short-term and long-term with the backup into the golf course?*

The golf course is private property, and at this time the City does not have any plans to change the management of flood waters on the Creek. As previously noted, flooding on the golf course, so long as it does not overtop onto Fircrest Lane, is beneficial to the community and reduces flood risks downstream.

7. *How often are the storm drains on the streets cleaned? When were they last cleaned?*

All storm drain catch basins Citywide are inspected and cleaned as needed on an annual basis, prior to the rainy season. This location, referred to as Drainage Zone 3, was



inspected on October 10, 2022, with 2.5 cubic yards removed from 121 catch basins within the zone.

8. *The same question for the culvert under Alcosta Blvd. How often is the culvert cleaned? When was it last cleaned?*

Staff inspects the entire flood control system prior to the onset of the rainy season and identifies work that needs to be done.

9. *What should you do if you see blocked or clogged drain inlets or heavy debris accumulations in the San Ramon Creek?*

To report during regular business hours (Monday through Friday 8:30 AM – 5:00 PM), call Public Services at 925-973-2800; and after hours and holidays, call Police Dispatch at 925-973-2779, and staff will be sent to investigate and clear.

10. *Does the debris from storm water runoff get caught in a catch basin at the bottom of the storm drains?*

Debris can get “caught” in a catch basin box, depending on the catch basin design/pipe size and the size/structure of the debris. Most debris will pass smoothly into the drainage pipe, i.e. leaves/vegetation, while others like sticks, rock, and anything larger than the pipes inside diameter, can remain within the catch basin box. Sediment, such as that carried by the flood waters can also be deposited in the storm drains as was removed following the flood event where needed. Cleaning of all catch basins is part of the City’s Drainage Maintenance Program prior to the rainy season.

11. *What information is available for potential assistance needed due to the latest storm event?*

Contra Costa County has developed a site associated with the storms and potential assistance information.

<https://www.contracosta.ca.gov/9761/Storm-Response-2023-Disaster-Recovery-FA>

12. *I have damage to my property; what should I do?*

For those who have experienced personal property damage, please contact your insurance company first to determine what resources might be available. Keep track of the damages



and take photos of structural and content damage. The County is also looking into available resources.

To report property damage, please submit the [Damage Survey Form through Microsoft Forms](#) or download a [PDF version](#). These can be found on the Contra Costa County website in the link provided in #11 above.

13. *Should I call 9-1-1 to report flooding?*

For life-threatening emergencies, always call 9-1-1.

While flooding is an emergency, it is typically not a life safety emergency. When routine, non-life safety calls are reported using 9-1-1, those calls delay or block emergency life safety calls. Flooding with no life safety issues may be reported to any of the following:

- City Public Works Department at (925) 973-2800 Monday through Friday 8:30 AM to 5:00 PM
- Police Dispatch at (925) 973-2779 all other hours
- Fire District at (925) 838-6640

14. *Does the City and Fire District look for flooding?*

When flooding is anticipated, the Police and Public Works Departments have extra staff on patrol to identify and, when possible, clear the obstacles causing the flood. During flooding events, the Fire District has additional command staff, administrative personnel, and specially-trained community members patrolling for and reporting flooding to our Emergency Operations Center.