AUXILIARY COMMUNICATIONS: ARES/RACES AMATEUR RADIO

Amateur Radio Emergency Services/Radio Amateur Civilian Emergency Services (ARES/RACES), also known as “ham” radio operators. The ham radio operators are communications resources during disaster situations and other large-scale emergency events.

ARES volunteers offer a splendid community service by providing free radio communications at planned events, such as festivals, parades, and bike rides.

Training:
- Get your amateur radio license. There is a license exam just about every quarter somewhere in the Bay area. There is also a “ham cram” at least once a quarter (a one day class, usually on a Saturday, with a test at the end of the day).
- Take the following on-line classes:
  - Introduction to Emergency Communications
  - Fundamentals of Emergency Communications

arri.org/emergency-communications-training

OPPORTUNITIES

EMERGENCY: DIAL 911

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<th>Phone</th>
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<tr>
<td>Palo Alto Police</td>
<td>650-329-2413</td>
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<td>Palo Alto Fire</td>
<td>650-329-2184</td>
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<td>Palo Alto OES</td>
<td>650-617-3197</td>
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<tr>
<td>City Public Info Hotline</td>
<td>650-329-2420</td>
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<tr>
<td>Palo Alto Utilities Emergency Gas/Water Leaks &amp; Sewer Spills</td>
<td>650-329-2579</td>
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<td>Fallen Trees</td>
<td>650-329-5953</td>
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<tr>
<td>Blocked Storm Drains</td>
<td>650-496-6974</td>
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<tr>
<td>Flood Safe Hotline</td>
<td>888-439-6624</td>
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<tr>
<td>Poison Control Hotline</td>
<td>800-222-1222</td>
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<tr>
<td>Solicitor Permits, Block Parties</td>
<td>650-329-2147</td>
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Non-emergency and Emergency

Admin
Routine Information
Update on City Emergencies
M-F 7am-5pm
M-F 7am-5pm
SCVWD

EMERGENCY RADIO BROADCAST:
KZSU  90.1 FM (LOCAL)
KCBS 740 AM/106.9 FM

TO LEARN MORE:
WWW.CITYOFPALOALTO.ORG/EMERGENCYVOLUNTEERS
650-617-3197

Revision 4/07/19
It is not a question of “if” but “when”. The challenging question is: Will you be prepared for tomorrow’s disasters? Meet and prepare your neighbors before disaster strikes. Join us in building a resilient community as a City of Palo Alto Emergency Services Volunteer (ESV).

www.cityofpaloalto.org/emergencyvolunteers

THE ESV MISSION
1. Provide supplemental resources to the professional first responders of Palo Alto and surrounding communities.
2. Facilitate means for neighbors to help neighbors (including business and other entities).
3. Promote preparedness efforts before a disaster to make our neighborhoods more resilient.

CATEGORIES OF VOLUNTEERS
• Block Preparedness Coordinator
• Community Emergency Response Team Member
• Auxiliary Communications: ARES / RACES Amateur ‘ham’ Radio Operator

The Community Emergency Response Team (CERT) Program trains community members in basic disaster response skills, such as small fire suppression, light search and rescue, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help.

In a disaster, CERTs will be deployed, as needed, in the following groups:
• Neighborhood CERT: local response group
• Citywide CERTs
• Logistics

CERT Training Requirement: 24 hours of classroom, practical exercises, and field day. Register for an upcoming CERT class at http://bit.ly/2XBhuo9

The (PAN ) Palo Alto Neighborhoods community group in partnership with the City of Palo Alto formed the Block Preparedness Coordinator (BPC) Program to ensure that residents, businesses, and other groups can participate with the City in disaster preparation, response, and recovery. The Program trains volunteers to staff BPC positions for each block and Neighborhood Preparedness Coordinators (NPC) for each neighborhood (including businesses/districts or other groups).

When the “Big One” strikes the BPC Program enhances community resilience by 1) prior preparation of the community, 2) establishing emergency radio communications links, and 3) empowering residents to assist emergency response by serving as “eyes and ears.” BPCs and NPCs will stay in their block/neighborhood and report critical incidents to the City.

The BPC Program includes the old Neighborhood Watch program, so crime prevention is part of what you will learn.

Training requirement: 3 hours of class room training for BPCs and an additional hour of training for NPC. Sign up for an upcoming class by email to epvolunteers@paneighborhoods.org