

ARE YOU READY FOR WINTER STORMS?

Learn what to do before, during, and after storms of any size to help you stay comfortable and safe.

PROTECT YOUR FAMILY



- Visit cityofpaloalto.org/preparedness for help preparing family emergency plans and kits.
 - ✓ **Make sure your emergency plan includes** pets, neighbors who need extra help, and safe routes to high ground. Keep an emergency kit stocked and handy at home, work, and in the car.
 - ✓ **Emergency kits should include** drinking water, a first aid kit, essential medicines, food (remember special diets and pets), cash, a radio, flashlights, extra batteries stored in a water-tight plastic bag, and important documents (e.g. ID, passport, financial papers).
- **Turn around, don't drown.** Don't drive through standing water. It may be deeper than you think and your car may stall. Abandon your car if you are stuck in water.
- **Stay informed.** Keep the list of phone numbers on the reverse of this flyer handy on your refrigerator and in your phone.
 - ✓ Sign up at alertscc.com to have local emergency info sent to you via text or email.
 - ✓ Bookmark cityofpaloalto.org/storms for up-to-date local storm information.
- **Stay powered safely.**
 - ✓ In case of undetected gas leaks, use flashlights during a power outage—never lanterns, matches or candles.
 - ✓ Keep generators outside, away from the house and in open air to prevent carbon monoxide poisoning. Never run a generator in your garage or near an open window.

PROTECT YOUR PROPERTY



- **Know your flood hazard area and insure your property sufficiently.** Identify your flood zone designation at cityofpaloalto.org/floodzones. Homeowner insurance policies don't cover flood damage so purchase flood insurance if you are in a high-risk flood area.
- **If your property has been damaged by a storm,** check with the City's Development Center to see if you meet FEMA standards for "Substantial Damage and Improvement." For general questions, reach Public Works at **(650) 329-2151 ext. 8**, or email pwecips@cityofpaloalto.org. For any other questions regarding zoning, setbacks and planning application email planner@cityofpaloalto.org.
- **Clean out roof gutters, downspouts, landscape inlets and swales** to avoid clogged lines that could cause flooding. Ensure downspouts drain away from building foundations, sump pumps are connected and functioning, and garage flood vents are unobstructed so that flood water can flow freely.
- **Build responsibly** and follow building construction codes for any type of construction for your home.
- **Sandbag materials are available** at three Palo Alto locations beginning November 15. See the reverse side of this flyer for locations.

KNOW WHAT TO DO



- **DO NOT TURN GAS BACK ON YOURSELF.** Call City of Palo Alto Utilities for service at **(650) 329-2579**.
- **Don't handle live electrical equipment in wet areas.** If you have concerns about electrical wiring, power lines or equipment on your property, call **(650) 496-6914** to verify the safety.
- **Protect our creeks and the Bay.** Call **(650) 329-2413** to report hazardous material spills and illegal dumping in storm drains.

Persons with disabilities who require materials in an appropriate alternative format, auxiliary aids, or modifications to policies or procedures to access City meetings, programs, or services should contact the City's ADA Coordinator George Hoyt at (650) 329-2550 or by emailing ADA@cityofpaloalto.org.



WINTER STORM RESOURCES

Prepare for this year's winter weather!



EMERGENCY INFORMATION

- **Fire/Police**
9-1-1 (emergency only)
- **Sign up** at alertscc.com to receive automated voice, text or email messages from Santa Clara County Emergency Alert System.
- **Sign up** at smcalert.info to receive automated voice, text or email messages from San Mateo County Emergency Alert System.
- **Visit** cityofpaloalto.org/storms for Palo Alto-specific rainfall rates, Bay tide heights and storm conditions.



FLOOD WARNING AND CREEK LEVELS

- **Visit** cityofpaloalto.org/creekmonitor to monitor rainfall rates, Bay tide heights and real-time creek level information at five locations on San Francisquito, Matadero and Adobe Creeks.
- **Download** the Red Cross Emergency Alerts App at redcross.org/prepare or search "Emergency Alerts Red Cross" in the Apple App Store or Google Play.



SANDBAG LOCATIONS (Begins November 15)

- Palo Alto Airport (1925 Embarcadero Road)
- Mitchell Park (600 E. Meadow Drive)
- Rinconada Park (Hopkins Avenue at Newell Road)



GENERAL INFORMATION

- **Non-emergency Fire/Police:**
(650) 329-2413
- **Public Safety Social Media**
cityofpaloalto.org/stayinformed
(650) 329-2420 (recorded message)
- **Radio stations**
 - ✓ KCBS 740 AM/106.9 FM
 - ✓ KZSU 90.1 FM



CITY CREW SERVICES

- **Power outage & electrical problems**
Palo Alto Electric Operations
(650) 496-6914
- **Gas/water leaks and sewer spills**
Palo Alto Utilities Dispatch
(650) 329-2579
- **Blocked storm drains and mud slides**
Palo Alto Public Works
(650) 496-6974 (weekdays 7am to 4pm)
(650) 329-2413 (after hours)
- **Fallen trees**
Palo Alto Public Works
(650) 496-5953 (weekdays 7am to 4pm)
(650) 329-2413 (after hours)
- **Not sure which category your report belongs?** Report to Palo Alto 311. Available 24-hours a day, 7 days a week. cityofpaloalto.org/311



**KEEP THESE
RESOURCES HANDY
OR IN YOUR PHONE
CONTACT LIST.**

BECOME AN EMERGENCY SERVICES VOLUNTEER!

The City of Palo Alto Office of Emergency Services provides programs and training for:

- Neighborhood and Block Preparedness
- Community Emergency Response Teams
- Radio Communications

Learn more at:

cityofpaloalto.org/emergencyvolunteers

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