

# ARE YOU READY?

## WINTER STORM PREPAREDNESS TIPS

Santa Clara County's Emergency Alert System (AlertSCC) allows City officials to quickly send personalized voice, text, or e-mail messages to thousands of residents and businesses through a single announcement. To sign up for automated notifications from the City of Palo Alto, go online to [www.alertscc.com](http://www.alertscc.com)



### The Office of Emergency Services Recommends:

## BEFORE the storm

- 1 Keep insurance policies, documents and other valuables in a safe deposit box.
- 2 Know your flood zone designation and your specific flood hazard. Obtain flood insurance if you are in a high-risk flood area. Homeowner insurance policies don't cover flood damage.
- 3 Know safe routes from your home and office to high ground.
- 4 Discuss emergency plans with your family.
- 5 Plan in advance to assist your neighbors or have them help you. Plan for those with access and functional needs, mobility problems or other disabilities.
- 6 Enter City phone numbers (listed on reverse side) in your cell phone and post this flyer by your landline phone.
- 7 Obtain sandbags (available at Palo Alto sites starting Nov. 15), plywood, plastic sheeting, and other emergency building materials well in advance and keep handy for waterproofing.
- 8 Store the following supplies at work, home and in your car in accessible locations:
  - First aid kit and essential medicines
  - Food (packaged, dried, canned and for special diets)
  - Cash (ATMs may not work)
  - Portable radio, flashlights and extra batteries (stored in water-tight plastic bag)
  - Drinking water stored in closed, clean containers (allow one gallon per person per day for at least seven days)
- 9 Keep your car fueled in the event filling stations are inoperable.
- 10 Help keep our creeks and Bay clean by never dumping into a catch basin. Prevent storm drain blockages by keeping leaves and other debris out of streets, gutters and catch basins.
- 11 For more ideas, visit [www.cityofpaloalto.org/preparedness](http://www.cityofpaloalto.org/preparedness)

## DURING the storm

- 1 Tune to local radio or television stations for emergency information and instructions.
- 2 Please do NOT call 9-1-1 unless there is an imminent threat to life or another serious emergency. Downed trees and drainage issues can be reported via the phone numbers listed on the reverse side.
- 3 If flooding is likely, and time permits, move valuable household possessions from the floor.
- 4 Do not drive across a flooded road - you could become stranded.
- 5 If your car stalls in rising water, abandon it IMMEDIATELY and seek higher ground if you can do so safely.
- 6 If advised by local authorities to leave your home or perceive the need to do so, move to a safe area before access is cut off or it is otherwise unsafe to leave.
- 7 Do not enter areas blocked off by local authorities.
- 8 Never use a generator inside the house, garage or near windows, as CO gas can build up and kill those inside.

## AFTER the storm

- 1 If you have evacuated, return home only after authorities advise it is safe to do so. Keep tuned to your local radio and TV stations for recovery information.
- 2 Avoid disaster areas, especially flooded roads and washed-out bridges. Continue to monitor all forms of media to stay informed.
- 3 Use flashlights - NOT lanterns, matches or candles - to examine buildings; flammables may be present.
- 4 Avoid downed power lines and broken gas lines. Report them IMMEDIATELY to the City (see reverse side for phone numbers).
- 5 Do not handle live electrical equipment in wet areas. If electrical equipment or appliances have been in contact with water, have them checked before use.
- 6 DO NOT TURN GAS BACK ON YOURSELF. Wait for a City of Palo Alto Utilities crew.
- 7 Do not use fresh foods or canned goods that have come in contact with floodwaters.
- 8 Follow local instructions regarding the safety of drinking water. If in doubt, boil or purify water before drinking.
- 9 Before making building repairs, check with the City's Development Center for "substantial damage" regulations.



Get involved. Help your neighborhood be more prepared.  
Learn more: [www.cityofpaloalto.org/emergencyvolunteers](http://www.cityofpaloalto.org/emergencyvolunteers)

# LOCAL WINTER STORM PREPAREDNESS INFORMATION

## IT PAYS TO BE PREPARED.

This flier contains City of Palo Alto suggestions for things you and your family can do to prepare for the possibility of flooding.

### WEB-BASED WEATHER AND CREEK LEVEL INFORMATION

It's difficult to predict what this year's winter weather will bring, but as always it is wise to prepare for the possibility of severe winter storms and flooding. As in years past, Palo Alto residents with internet access can monitor creek levels and local weather trends by visiting the City's Creek Monitor website at

[www.cityofpaloalto.org/creekmonitor](http://www.cityofpaloalto.org/creekmonitor). The Creek Monitor provides real-time graphical information on creek levels at five specific locations on San Francisquito, Matadero, and Adobe Creeks, rainfall rates and totals at Foothills Park, and Bay tide levels.

The San Francisquito Creek Joint Powers Authority (JPA) also hosts an Early Flood Warning website [www.sfcjpa.org/floodwarning](http://www.sfcjpa.org/floodwarning) for the San Francisquito Creek watershed. This system analyzes rainfall and stream flow data collected in the upper watershed and provides advance warning of potential flooding conditions. The website also provides the opportunity to sign up for automated text or email messages specific to the threat of San Francisquito Creek flooding.

### SIMPLE STEPS FOR PREPAREDNESS

Details on [www.cityofpaloalto.org/preparedness](http://www.cityofpaloalto.org/preparedness)

**Make a Plan:** Develop a plan for your household, business or other organization. This should include contingencies such as having to evacuate with little or no warning, how to reunite with your loved ones, etc.

**Build a Kit:** Keep needed emergency supplies in your home, at work and in your car.

**Stay Informed:** Information is critical for you to make good decisions during a crisis. See the Resource List below for various ways to stay informed.

**Get Involved:** Palo Alto's Emergency Services Volunteers (ESVs) are trained on how to help during floods, storms, earthquakes, and other emergencies, including day-to-day crime prevention. Put your skills to work for the good of the community.



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**PALO  
ALTO**

For more information about winter storm preparedness,  
visit [www.cityofpaloalto.org/storms](http://www.cityofpaloalto.org/storms)



## R E S O U R C E L I S T

**City of Palo Alto Public Safety:**  
[www.cityofpaloalto.org/publicsafety](http://www.cityofpaloalto.org/publicsafety)

**Palo Alto COMMUNITY ALERTS:**  
Emergency alerts to your phone, email,  
etc.: [www.AlertSCC.com](http://www.AlertSCC.com)

Radio stations: KCBS 740 AM/106.9 FM  
KZSU 90.1 FM

(650) 329-2420 (recorded message)

Public Safety Social Media:

[www.cityofpaloalto.org/PAPDconnect](http://www.cityofpaloalto.org/PAPDconnect)

**Real-time creek level information:**

[www.cityofpaloalto.org/storms](http://www.cityofpaloalto.org/storms)

**Sandbag locations:** (Starting 11/15/16)

Palo Alto Airport (end of Embarcadero Road)

Mitchell Park (600 E. Meadow Drive)

Rinconada Park (Hopkins Avenue at Newell Road)

**Online weather information:**  
[www.wrh.noaa.gov/mtr](http://www.wrh.noaa.gov/mtr)

**Power outage and 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 7 a.m. to 4 p.m.)  
(650) 329-2413 (after hours)

**Fallen trees:**  
Palo Alto Public Works  
(650) 496-5953  
(weekdays 7 a.m. to 4 p.m.)  
(650) 329-2413 (after hours)

**Fire/Police:**  
(650) 329-2413 (non-emergency)  
911 (emergency only)

**Road conditions:**  
Caltrans Traffic Info  
<http://quickmap.dot.ca.gov/>  
Caltrans (800) 427-7623

**Flood zone information and  
copies of FEMA Elevation  
Certificates:**  
(650) 329-2295  
[www.cityofpaloalto.org/  
floodzones](http://www.cityofpaloalto.org/floodzones)

**Flood Preparedness App:**  
[www.redcross.org/get-help/  
prepare-for-emergencies/  
mobile-apps](http://www.redcross.org/get-help/prepare-for-emergencies/mobile-apps)