

THE OFFICE OF EMERGENCY SERVICES RECOMMENDS THE FOLLOWING

WINTER STORM PREPAREDNESS TIPS:

BEFORE THE STORM

- Keep insurance policies, documents, and other valuables in a safe-deposit box.
- Call your insurance agent to purchase flood insurance if you are in a high-risk flood area. Regular homeowner's insurance policies don't cover flood damage.
- Store the following supplies at work, home and in your car in handy locations:
 - First aid kit and essential medicines
 - Food (packaged, dried, canned, or food for special diets)
 - Non-electric can opener
 - Cash (ATMs may not be working)
 - 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 three days)
- Keep your car fueled in the event filling stations are inoperable.
- Know safe routes from your home or office to high, safe ground.
- Keep sandbags, plywood, plastic sheeting, lumber and other emergency building materials handy for waterproofing.
- Post emergency numbers near the telephone.
- Discuss emergency plans with your family.
- If you need assistance during a flood, pre-arrange a contact person or volunteer to assist you during this time.
- Help prevent storm drain blockages by keeping leaves and other debris out of streets, gutters, and catch basins.



DURING THE STORM

- Do not try to drive over a flooded road—you could become stranded.
- If your car stalls, abandon it IMMEDIATELY and seek higher ground.
- Do not try to enter areas blocked off by local authorities.
- Use the telephone ONLY for emergency needs or to report dangerous conditions.
- Tune to local radio or television stations for emergency information and instructions from local authorities.
- If flooding is likely, and time permits, move valuable household possessions from off the floor.
- If advised by local authorities to leave your home, move to a safe area before access is cut off by floodwaters.
- Before leaving, disconnect all electrical appliances and, if advised by the City of Palo Alto Utilities, shut off electric circuits at the main panel and gas service at the meter.

AFTER THE STORM

- If your gas has been turned off because of a possible gas leak, DO NOT TURN GAS BACK ON YOURSELF. Wait for a City of Palo Alto Utilities crew.
- Do not use fresh foods or canned goods that have come in contact with floodwaters.
- Follow local instructions regarding the safety of drinking water. If in doubt, boil or purify water before drinking.
- Avoid disaster areas—your presence could hamper rescue and other emergency operations.
- 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.
- Avoid downed power lines and broken gas lines. Report them immediately to the City (see reverse side for phone numbers).
- Use flashlights—NOT lanterns, matches, or candles—to examine buildings; flammables may be present.
- Stay tuned to radio or television for information and instructions from local authorities.

Wherever you live, work, or travel, you should be aware of the dangers of winter storms and be prepared to cope with one. The Palo Alto Office of Emergency Services has prepared and distributed these safety tips to help you prepare for a safe winter. For more information on how you and your family can prepare for winter storms and other emergencies, call us at 617-3197.



**INTERESTED IN ATTENDING COMMUNITY EMERGENCY RESPONSE
TEAM TRAINING? CALL 617-3197.**





Local Winter Storm Preparedness INFORMATION

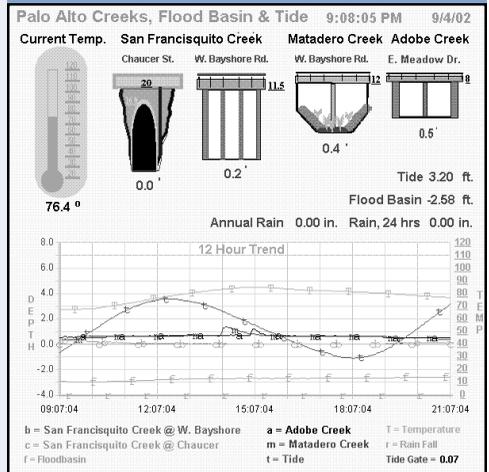
It's hard to predict what this year's winter weather will bring, but one thing is certain: it pays to be prepared. This flyer contains the City of Palo Alto's suggestions for things that you and your family can do to prepare for the very real possibility of flooding in our area.

KEEP YOURSELF INFORMED:

In addition to listening for weather information on local radio and television reports, Palo Alto residents with Internet access can monitor creek levels and local weather trends by checking the City's web site at www.city.palo-alto.ca.us. The image to the right depicts the typical information available on the web site.

IF FLOODING IS PRESENT OR IMMINENT:

- Stay informed about weather conditions. Use the radio (tuned to KCBS 740 AM or KZSU 90.1 FM) as your primary source of information or instruction. Additional resources are located in the box below for your convenience.
- Make sure your family and pets are safe. Then, if time permits, move valuable household possessions off the floor.
- Report downed power lines, leaking gas lines or blocked storm drains to the City immediately using the phone numbers provided below.
- Be ready to evacuate if directed by emergency personnel.
- Share emergency information you may receive with your neighbors.



For more information about winter storm preparedness, call the Palo Alto Office of Emergency Services at 617-3197 during business hours, weekdays 8 am – 5 pm.



RESOURCE LIST

City of Palo Alto web site:

www.city.palo-alto.ca.us

Palo Alto flood alert information:

Radio stations: KCBS 740 AM
KZSU 90.1 FM

Fire/Police:

329-2413 (non-emergency)
911 (emergency only)
321-4433
(emergency number from cell phones)

Updates on Citywide Emergencies:

329-2420

Real-time creek level information:

www.city.palo-alto.ca.us

Sandbag locations:

(Starting 11/15/02)
Palo Alto Airport
(end of Embarcadero Road)
Greer Park
(Colorado Avenue at West Bayshore Road)

Online weather information:

www.valleywater.org
www.wrh.noaa.gov/Monterey
www.kpix.com/weather

Blocked storm drains and mud slides:

Palo Alto Public Works
496-6974 (weekdays 7am-5pm)
329-2413 (after hours)

Gas/water leaks and sewer spills:

Palo Alto Communications
329-2579

Power outages and electrical problems:

Palo Alto Electric Operations
496-6914

Fallen Trees:

Palo Alto Public Works
496-5953 (weekdays 7am-5pm)
329-2413 (after hours)

Road conditions:

Palo Alto 329-2420
(during flood emergency)
Caltrans (800) 427-7623

