

# ARE YOU READY FOR WINTER STORMS?

This rainy season, 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](https://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 and extra batteries stored in a water-tight plastic bag.
- **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 [alertssc.com](https://alertssc.com) to have local emergency info sent to you via text or email.
  - ✓ Bookmark [cityofpaloalto.org/storms](https://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](https://cityofpaloalto.org/floodzones). Homeowner insurance policies don't cover flood damage so purchase flood insurance if you are in a high-risk flood area.
- **Clean out roof gutters, downspouts, landscape inlets and swales** to avoid clogged lines that could cause flooding. Downspouts shall drain away from building foundations. Ensure sump pumps are connected and functioning, and garage flood vents are unobstructed so that flood water can flow freely.
- **Build responsibly** by following building codes for any type of construction for your home.
- **Sandbag materials are available** at three locations in Palo Alto beginning November 15. See the reverse of this flyer for locations.
- **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." Call **(650) 329-2442**, or email [PlanDiv.Info@CityofPaloAlto.org](mailto:PlanDiv.Info@CityofPaloAlto.org).



## 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 any concerns about electrical wiring, power lines or equipment on your property, call **(650) 496-6914** to verify the safety.
- **Protect our creeks and Bay.** Do not dump. Call **(650) 329-2413** to report hazardous material spills and illegal dumping in storm drains.

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information on the City's compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City's ADA Coordinator at (650) 329-2550 (voice) or email [ada@cityofpaloalto.org](mailto: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](https://alertscc.com) to receive automated voice, text or email emergency alerts.
- **Visit** [cityofpaloalto.org/storms](https://cityofpaloalto.org/storms) for Palo Alto-specific storm conditions.



## FLOOD WARNING AND CREEK LEVELS

- **Visit** [cityofpaloalto.org/creekmonitor](https://cityofpaloalto.org/creekmonitor) to monitor realtime creek level information at five locations on San Francisquito, Matadero and Adobe Creeks, rainfall rates and totals at Foothills Park, and Bay tide levels.
- **Sign up** at [sfcjpa.org/floodwarning](https://sfcjpa.org/floodwarning) to receive text or email notifications for potential flood conditions for the San Francisquito Creek watershed. This service is funded by the San Francisquito Creek Joint Powers Authority.
- **Download** the Red Cross Flood Preparedness App at [redcross.org/prepare](https://redcross.org/prepare), Text **"GETFLOOD"** to **90999** or search "Red Cross Flood" in the Apple App Store or Google Play.



## SANDBAG LOCATIONS (Starts November 15)

- Palo Alto Airport (end of 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/papdconnect](https://cityofpaloalto.org/papdconnect)  
**(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)

**KEEP THESE  
RESOURCES HANDY  
OR PROGRAMMED  
IN YOUR PHONE.**



## 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](https://cityofpaloalto.org/emergencyvolunteers)



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