

ARE YOU READY?

See important Storm Resource List on reverse.

WINTER STORM PREPARATION TIPS

BEFORE A STORM



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, visit alertscc.com.

- Store insurance policies, documents and other valuables in a safe deposit box.
- Homeowner insurance policies don't cover flood damage, so purchase flood insurance if you are in a high-risk flood area. Identify your flood zone designation at cityofpaloalto.org/floodzones.
- Know safe routes from your home and office to high ground.
- Discuss emergency plans with your family.
- 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.
- Enter City phone numbers (listed on reverse) in your cell phone and post this flyer at home.
- Obtain sandbags (available at Palo Alto sites starting November 15), plywood, plastic sheeting, and other

emergency building materials in advance.

- 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).
- Keep your car fueled in the event filling stations are inoperable.
- Prevent storm drain blockages that can cause street flooding by keeping leaves and other debris out of streets, gutters and catch basins.
- Become an Emergency Services Volunteer. These volunteers are trained to help their neighborhood respond during emergencies. Learn more at cityofpaloalto.org/emergencyvolunteers.



DURING A STORM



- Tune to local radio or television stations for emergency information.
- Don't call 911 unless there is an imminent threat to life or other serious emergency. Report downed trees and flooding via the phone numbers listed on reverse.
- If flooding is likely, and time permits, move valuable household possessions off the floor.
- Don't drive across a flooded road—you could become stranded.

- If your car stalls in rising water, abandon it immediately and seek higher ground if you can do so safely.
- 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.
- Do not enter areas blocked off by local authorities.
- Never use a generator inside the house, garage or near windows to prevent inside build-up of carbon monoxide.

AFTER A STORM



- If you have evacuated, return home only after authorities advise it is safe to do so. Stay tuned to your local radio and TV stations for recovery information.
- Avoid disaster areas, flooded roads and washed out bridges.
- Use flashlights—NOT lanterns, matches or candles—to examine buildings; flammables may be present.
- Avoid downed power lines and broken gas lines. Report them immediately to the City (see reverse side for phone numbers).
- Don't handle live electrical equipment in wet areas. If electrical

equipment or appliances have been in contact with water, have them checked before use.

- DO NOT TURN GAS BACK ON YOURSELF. Call City of Palo Alto Utilities for service at (650) 329-2579.
- Do not use fresh foods or canned goods that have come in contact with floodwaters.
- Follow local instructions regarding the drinking water safety. If in doubt, boil or purify water before drinking.
- Before making building repairs, check with the City's Development Center for "substantial damage" regulations.



FOR MORE WINTER STORM PREPARATION IDEAS, VISIT CITYOFPALOALTO.ORG/PREPAREDNESS.

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. 11/17 Printed on 100% post-consumer recycled paper, bleached without chlorine.

WINTER STORM PREPARATION RESOURCES

Be prepared for this year's winter weather. Review the tips on the reverse of this flier and keep the resources below handy for the winter storm season.

WEB-BASED WEATHER AND CREEK LEVEL INFORMATION

Palo Alto residents with internet access can monitor creek levels and local weather trends at cityofpaloalto.org/creekmonitor. The Creek Monitor provides real-time creek level information at five 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 (SFCJPA) also hosts an Early Flood Warning website sfcjpa.org/floodwarning for the San Francisquito Creek watershed. Residents can also sign up for automated text or email messages specific to the threat of San Francisquito Creek flooding.

SIMPLE STEPS FOR PREPAREDNESS

MAKE A PLAN to include contingencies such as having to evacuate with little warning, and how to reunite with your loved ones.

BUILD A KIT: Keep needed emergency supplies in your home, at work, and in your car.

STAY INFORMED: See the Resource List.

GET INVOLVED: Palo Alto's Emergency Services Volunteers (ESVs) are trained 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. Learn more at cityofpaloalto.org/preparedness.

STORM RESOURCE LIST

Fire/Police

9-1-1 (emergency only)
(650) 329-2413 (non-emergency)

Palo Alto Emergency Alerts

Sign up at alertscc.com to receive automated voice, text or email emergency alerts.

Flood warning

Sign up at sfcjpa.org/floodwarning to receive text or email notifications for potential flood conditions for the San Francisquito Creek watershed.

Palo Alto specific storm conditions

Visit cityofpaloalto.org/storms for up-to-date information about Palo Alto storm conditions.

Monitor creek levels

The cityofpaloalto.org/creekmonitor provides real-time creek levels for San Francisquito, Matadero, and Adobe Creeks.

Radio stations

KCBS 740 AM/106.9 FM
KZSU 90.1 FM
(650) 329-2420 (recorded message)

Public Safety Social Media

cityofpaloalto.org/papdconnect

Flood Preparedness App

redcross.org/prepare/mobile-apps/flood
Text "GETFLOOD" to **90999** or search "Red Cross Flood" in the Apple App Store or Google Play.

Sandbag locations (Starting 11/15/17)

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

Online weather information

weather.gov

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 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)

Road conditions

Caltrans Traffic Info
quickmap.dot.ca.gov
(800) 427-7623

Flood zone information and copies of FEMA Elevation Certificates:

cityofpaloalto.org/floodzones

VISIT CITYOFFPALOALTO.ORG/STORMS FOR CURRENT STORM INFORMATION.



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