

Alerts and Warnings for Disaster Preparedness

February 13, 2024



Presented by Town of Los Altos Hills, Emergency Preparedness and Response Committee (EPRC) and Los Altos Hills County Fire District



Presenter Panel



Victoria Bebee: Emergency Services Manager,
Los Altos Hills County Fire District



Cody Einfalt: Assistant City Manager, Town of Los Altos Hills



Dave Stewart: CERT Supervisor, Emergency Preparedness and Response
Committee (EPRC) Secretary



Amita Sachdeva: CERT Supervisor, Emergency Preparedness
and Response Committee (EPRC) Vice Chair

Housekeeping and Safety Message

Housekeeping:

Restroom code: 3900✓ (with checkmark)

Earthquake : Drop, Cover and Hold On

Evacuation : know 2 ways out of building

Meeting spot will be in the parking lot

Why should I sign up for Alerts and Warnings?



RIGHT INFORMATION

You will always get information from a trusted source.



RIGHT TIME

Information is sent immediately in an emergency or disaster.

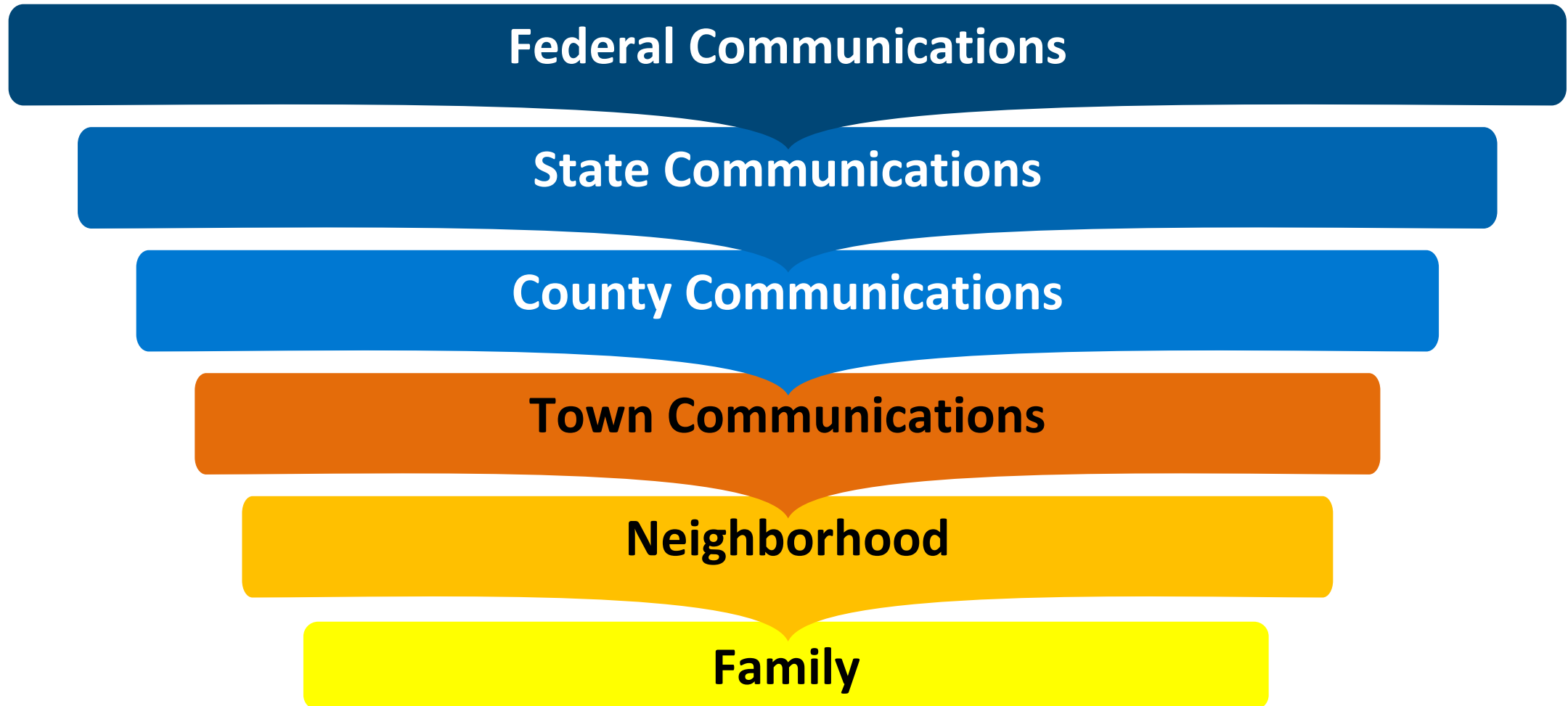


RIGHT DECISION

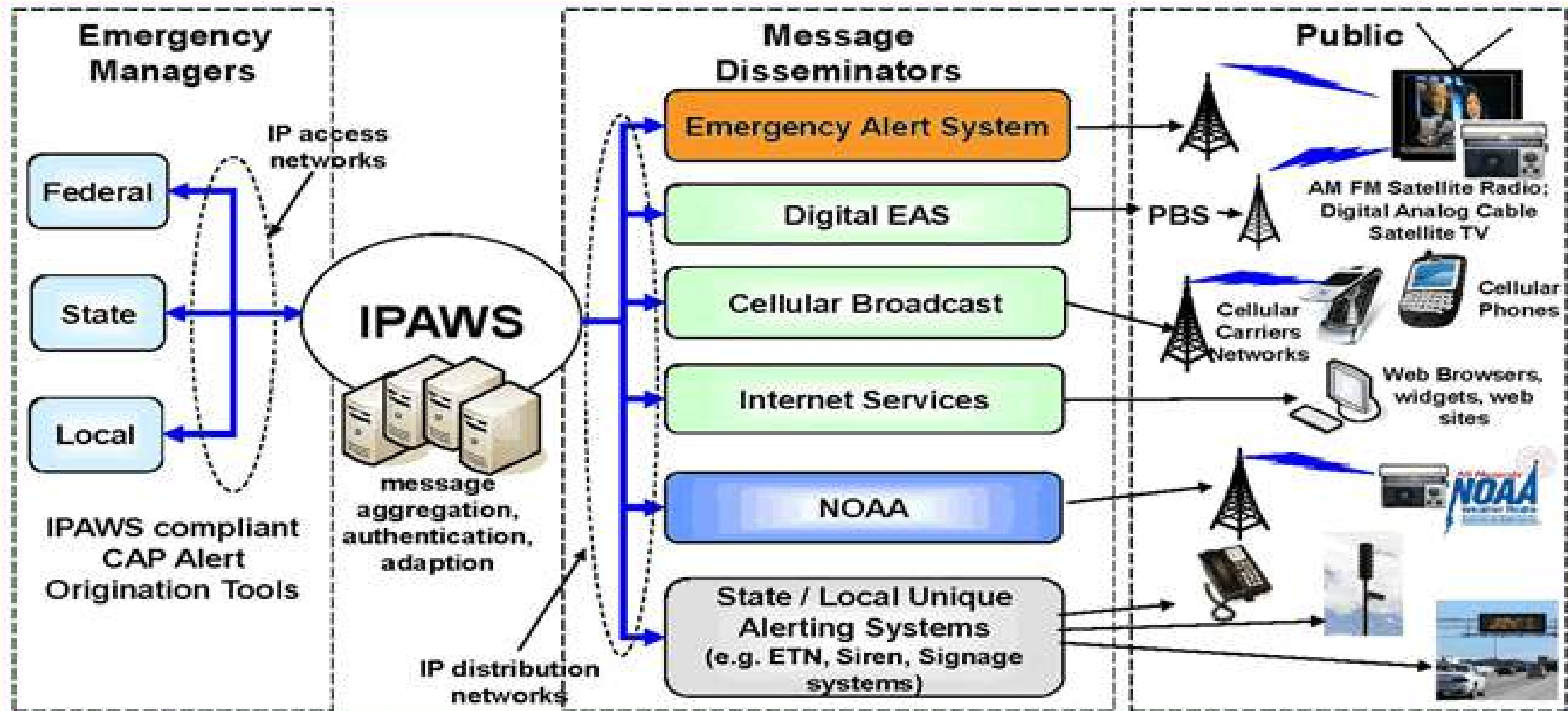
Information provided will help you make the best action to take.

This information will be pushed to your landline, cell phone, by text and by email depending on what platforms you choose. You would not have to seek out information.

Alert and Warning Tree



FEMA Federal Alert and Warnings Systems



FEMA

EAS = Emergency Alert System

The [Emergency Alert System \(EAS\)](#) is a national public warning system that allows the President to address the nation within 10 minutes during a national emergency.

- Delivers alerts via AM, FM and satellite radio, as well as broadcast, cable and satellite TV
- Other authorized federal, state, local, tribal and territorial alerting authorities may also use the system to deliver important emergency information such as weather information, imminent threats, AMBER alerts and local incident information targeted to specific areas.
- Up to 1,800 characters or 2 minutes of audio.
- Everyone (still) listening to broadcasts, no pre-registration



Santa Clara County Alerts and Warnings System

<https://emergencymanagement.sccgov.org/AlertSCC>



FIRE



EARTHQUAKE



SEVERE WEATHER



CRIME



INSTRUCTIONS
DURING A DISASTER



Local Town Alerts and Warnings System

Nixle is the Town's emergency notification system used to provide emergency warning, updates and instructions to the community.

- The system sends messages to all landline phones.
- Cell phones must be individually registered with the system.
- Text your zip code to 888777 to add your cell phone or register at <http://www.losaltoshills.ca.gov/370/Emergency-Alerts---Register>



IMPORTANT: Nixle gives you an option to register email addresses. Be sure to CREATE a CONTACT for Nixle with an email of no-reply@emails.nixle.com so that notification emails don't go to your spam folder & edit the contact so that it will override a Do Not Disturb setting.



Local Radio Stations that will be used to provide emergency info

Radio Station KFJC 89.7 FM

KFJC is the Foothill College radio station. It will be used to provide information updates during emergencies or when phones are not working. KFJC broadcasts safety information at the top of the hour and on the half hour.

Tune in to 89.7 FM or listen online at www.kfjc.org



Radio Station KCBS 740 AM & 106.9 FM

Alternate radio station for countywide information. Will not provide town-specific information as often as Foothill College KFJC radio.

Listen on the internet at kcbs.radio.net

Local Amateur Radio (HAM) emergency communications

Ham radio is the only communication method that has never failed in a disaster. There are over 130 ham radio operators in Los Altos Hills. All can communicate with the Town if other methods fail. All ham radio communicators are encouraged to register with the town as volunteer communicators.

Town frequencies: LAH Repeater 146.745 MHz, negative offset, PL 110.9Hz; or simplex 147.435 MHz



Hams are also encouraged to join the Los Altos Hills Amateur Radio Club
www.lahhams.com

What if I don't have Wi-Fi access or power to get information?

Purchase a NOAA Solar Crank/ Battery Weather Radio



[SANTA CLARA COUNTY](#) stations broadcasting emergency information:

KSJO 92.3 FM

KFRC 106.9 FM

[LIST OF EMERGENCY RADIO STATIONS IN CALIFORNIA](#)





**Local websites to go to
for updated information
before, during and after a
disaster or emergency**

Website platforms for updated information : Local Utilities

PGE Outage Center

pgealerts.alerts.pge.com

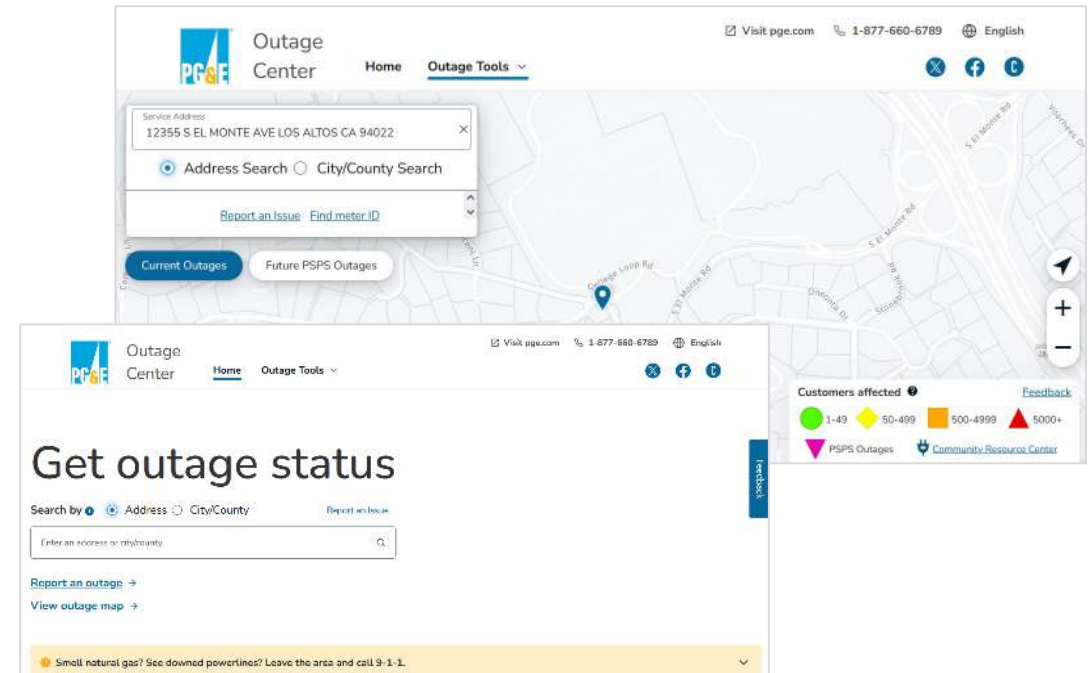
Purissima Water

purissimawater.org

Valley Water

Surface Water Data Portal

alert.valleywater.org/?p=map



Website platforms for updated information : Local Government



[County Office of Emergency Management](#)

Get updates and resources for active incidents



[Town of Los Altos Hills](#)

Official website of the Town of Los Altos Hills.



[Los Altos Hills County Fire District](#)

Emergency preparedness community education, tips and resources.



[Office of the Sheriff](#)

Protection of life and property

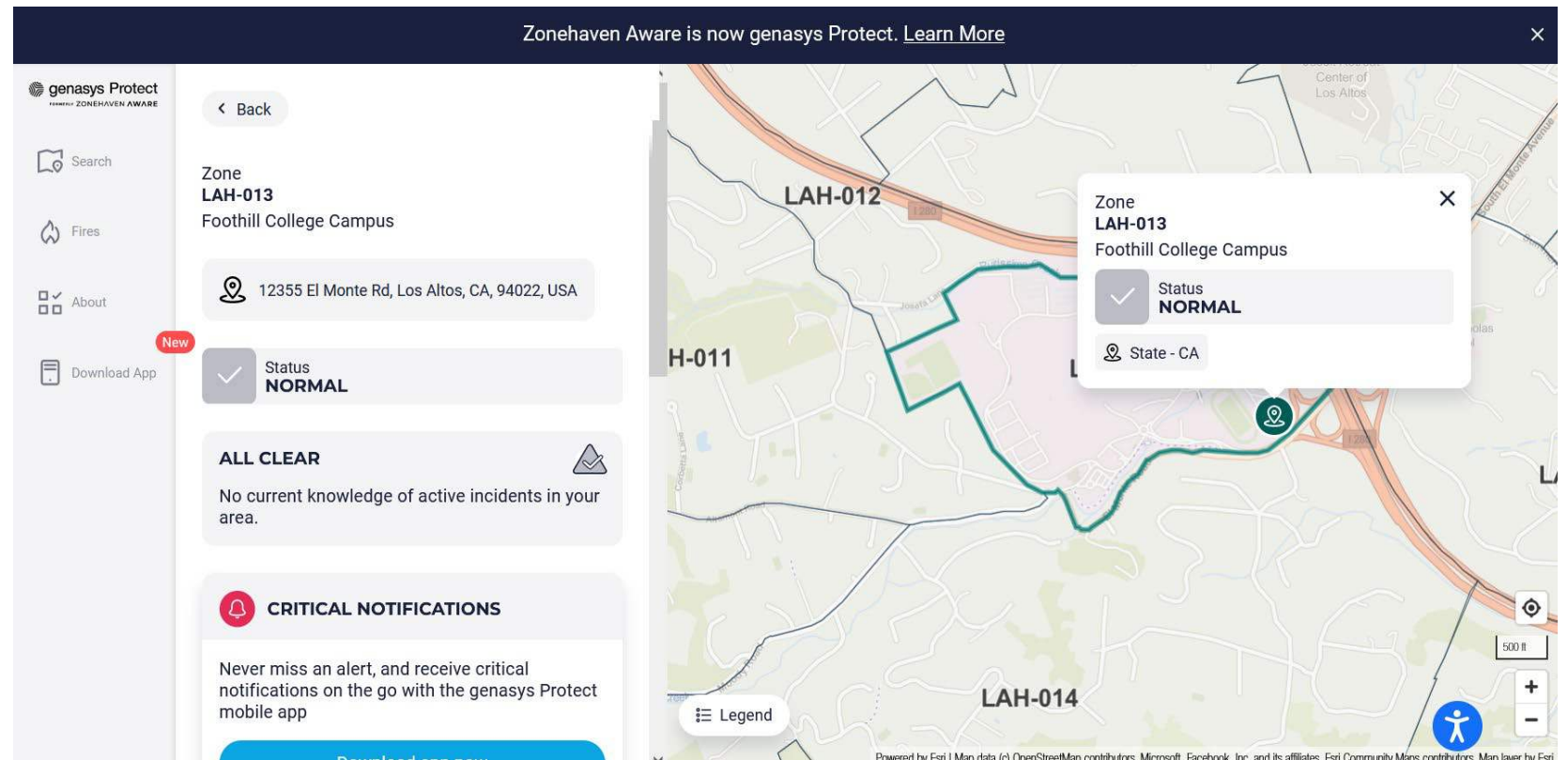


[Santa Clara County Fire Department](#)

Daily 24-hour emergency response

Website platforms for updated information : Evacuation specific

Genasys (formerly Zonehaven) | Know your evacuation zone
protect.genasys.com





How social media is utilized in emergency communications



Trusted Sources

Where can you go for updated information that you can trust?



County Social Media Platforms

Santa Clara County Office of Emergency Management (OEM)

Facebook

facebook.com/sccoem

Instagram

instagram.com/santaclearacountyemergencies

Twitter

twitter.com/SCCOEM



Local Emergency Services Agency Social Media



Sheriff's Office

countysheriff.sccgov.org

twitter.com/sccosheriff

facebook.com/sccosheriff



Santa Clara County Fire

sccfd.org

twitter.com/sccfiredept

facebook.com/sccfiredept



CAL FIRE

twitter.com/CAL_FIRE

facebook.com/CALFIRESUCU

instagram.com/calfire



CHP Alerts

instagram.com/chpalerts

twitter.com/CHPAlerts

Local Utility Companies Social Media Platforms



PG&E

twitter.com/pge4me

facebook.com/pacificgasandelectric



Purissima Water

nextdoor.com/agency/purissima-hills-water-district-1 24/7

after hours call center: 650-948-1217



California Water Service

facebook.com/calwater

twitter.com/calwater



Valley Water

facebook.com/SCVWD

instagram.com/scvwd

Local Town Social Media Platforms

Nextdoor

nextdoor.com (registration required)

Facebook

facebook.com/TownofLosAltosHills

Instagram

lahparksandrec

Twitter

twitter.com/TownofLAH



Los Altos Hills County Fire District Social Media Platforms

Nextdoor

nextdoor.com/agency/los-altos-hills-county-fire-district-lahcfd

Facebook

facebook.com/LAHCFD

Instagram

instagram.com/lahcfd

Twitter

twitter.com/AltosFire



Creating a neighborhood communication plan

Some neighborhoods have created unique ways to communicate with one another:



Email Groups

nextdoor

Text Groups



Get to know your neighbors! Create that network — it helps with people that may need help after a disaster or emergency.

How can I prepare my family communication in disaster?

Have a family communication plan:

- Phone tree
- Out of state contact

This PDF guide can help you plan:

[Ready.gov Family Emergency Communication Plan](https://www.ready.gov/family-emergency-communication-plan)

Scan to download





**What if I need to report
and emergency or
damage?**

Where can I report emergencies or damage?

Life threatening conditions: CALL 911



PG&E Report It App

Report non-emergency safety concerns related to PG&E electrical equipment

Report issues to the Town by Text

Text “hi” to (650) 946-1867 to get started.



Town emergency and after-hours phone number website page

<https://losaltoshills.ca.gov/174/Important-Phone-Numbers>

To report a clogged storm drain or weather-related issues, please use losaltoshills.portal.iworq.net/portalhome/losaltoshills or call 650-941-7222.



“THERE’S AN APP FOR THAT”



PulsePoint

pulsepoint.org/download

Immediate notifications of emergencies occurring in your community



Genasys (formerly Zonehaven)

Know your evacuation zone
protect.genasys.com



Watch Duty

app.watchduty.org

Alerts you of nearby wildfires and firefighting efforts in real-time



Earthquake Network

sismo.app

Real time earthquake alerts



MyShake

myshake.berkeley.edu

Earthquake early warnings



Santa Clara County OEM

linktr.ee/santaclaraoem

A collection of useful links prepared by the Office of Emergency Management

Prepare in 4 Steps : TAKE ACTION NOW!



1. Sign Up for Alerts



2. Make a Plan



3. Build an Emergency Supply Kit



4. Help Family, Friends, and Neighbors

Emergencies and disasters can happen at any time. Plan now to make sure everyone in your family will be safe.

Emergency preparedness can be low-cost and is as easy to do as talking with your family about the types of hazards and threats in your area.

Want to get even more preparedness tips?



[Red Cross mobile app](#)

Customize 40 different weather alerts with fast notifications.



[PBS WARN | Warning, Alert & Response Network](#)

Map can be localized to our area. Good for alerts through PAWS.



[PrepareSCC](#)

Emergencies and disasters happen. Prepare now in 4 easy steps.



[FIRMS | Fire Information for Resource Management System](#)

Satellite fire detection updated every 6h



[Ready.gov](#)

Plan ahead for disasters