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

Federal Communications

State Communications

County Communications

Town Communications

Neighborhood

Family

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.

everbridge
NIXLE®

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

There are over 130 ham radio operators in Los Altos Hills. All can communicate with the Town if other methods fail when there is a disaster . 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 Crank/Battery Weather Radio

- Silent until warning alerts in your area
- Does not tune into AM/FM 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
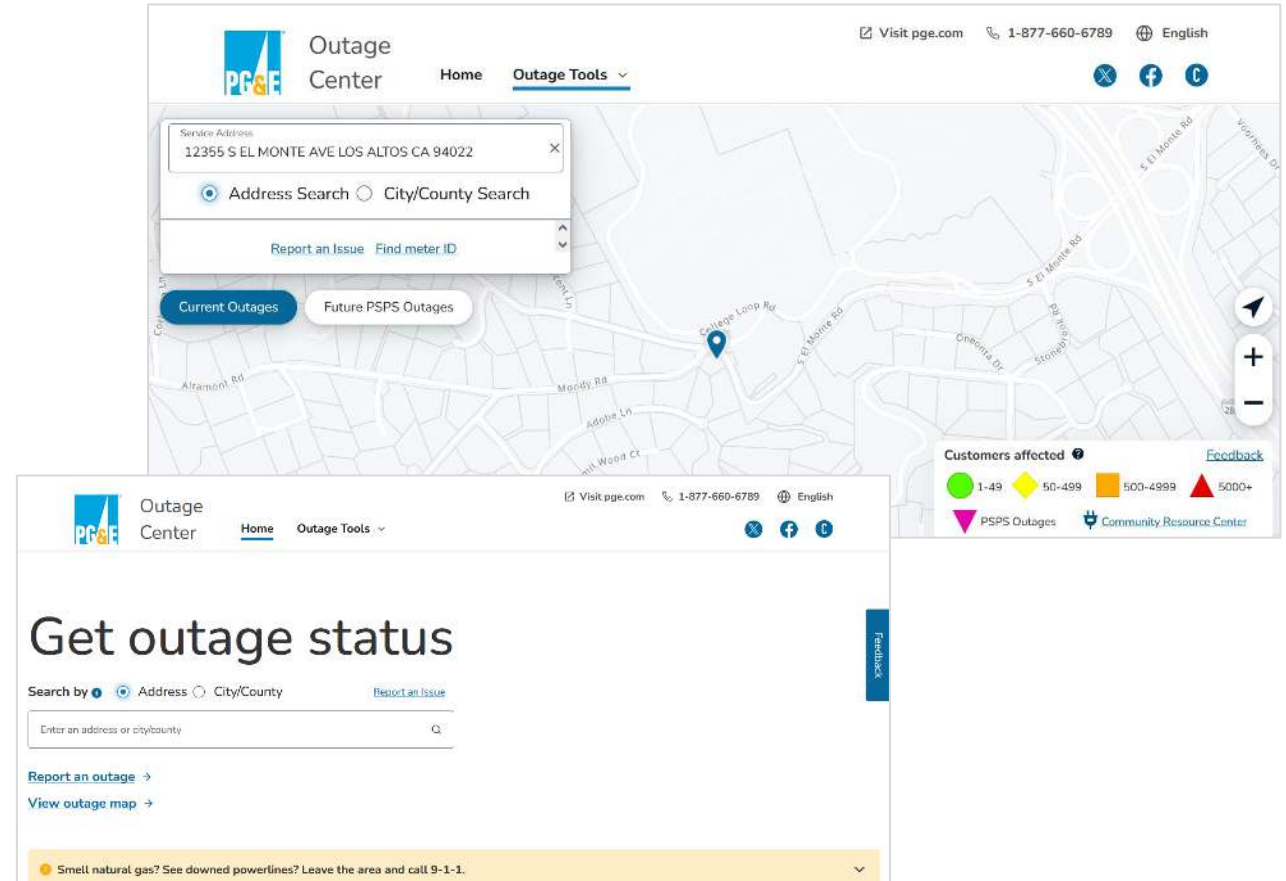Surface Water Data Portal
alert.valleywater.org/?p=map

Cal Water
Report water waste
calwater.com/conservation/report

Current alerts
calwater.com/alerts

Website platforms for updated information : Local Government

County Office of Emergency Management

Get updates and resources for active incidents

Town of Los Altos Hills
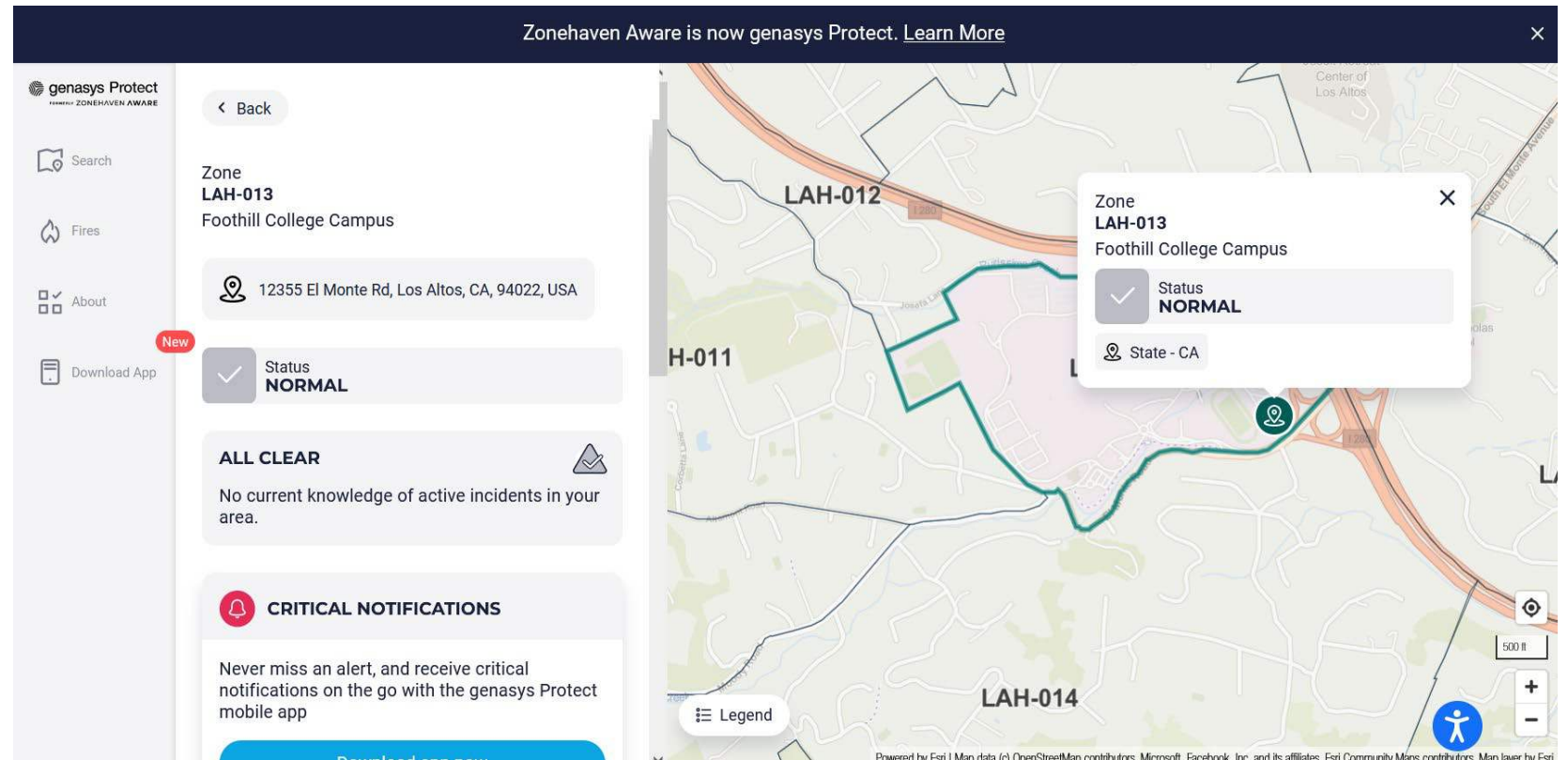
Official website of the Town of Los Altos Hills.

Los Altos Hills County Fire District

Emergency preparedness community education, tips and resources.

Website platforms for updated information : Evacuation specific

Genasys Protect (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/santaclaracountyemergencies

Twitter
twitter.com/SCCOEM

Local Emergency Services Agency Social Media

Sheriff's Office

countysheriff.sccgov.org

twitter.com/sccosheriff

facebook.com/sccosheriff

CAL FIRE

twitter.com/CAL_FIRE

facebook.com/CALFIRESCU

instagram.com/calfire

Santa Clara County Fire

sccfd.org

twitter.com/sccfiredept

facebook.com/sccfiredept

CHP Alerts

instagram.com/chpalerts

twitter.com/CHPAlerts

Local Utility Companies Social Media Platforms

PG&E

twitter.com/pge4me

facebook.com/pacificgas
andelectric

Purissima Water

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

24/7 call center: 650-948-1217

California Water Service

facebook.com/calwater

twitter.com/calwater

After hours call center:
650-917-0152

Valley Water

facebook.com/SCVWD

instagram.com/scvwd

17

Local Town Social Media Platforms

Nextdoor

nextdoor.com (registration required)

Facebook

facebook.com/TownofLosAltosHills

Instagram

instagram.com/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:

WhatsApp

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](#)

Scan to download

What if I need to report an 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.

TextMyGov

LOS ALTOS HILLS
CALIFORNIA

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

24

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

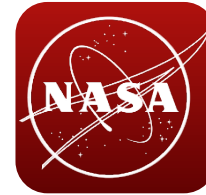Customize 40 different weather alerts with fast notifications.

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