

RESOURCES

IMPORTANT CONTACTS

- **Life-threatening emergencies:** Call 9-1-1 or from your cell phone, contact Oakland Police by calling (510) 777-3211
- **Storm-related emergencies on public property** (flooding, landslides, tree down on roadway): Contact Oakland Public Works Call Center: (510) 615-5566.
- **Non-emergency infrastructure issues** (pothole, street light out, street sign missing): Report to Oakland Public Works via:
 - **Email:** opwcallcenter@oaklandnet.com
 - **Online:** oaklandpw.com
 - **Mobile app:** SeeClickFix
- **Downed power lines or if you smell gas:** Leave the area immediately and call 9-1-1 or PG&E at (800) 743-5000.
- **Water-service emergencies** (broken water main, broken hydrants, no water service): Contact EBMUD at (866) 403-2683.
- **Traffic and transit information:** 511.org
- **Public safety and local road closures:** Visit Nixle.com to sign up for alerts from the Oakland Police Department.

USEFUL WEBSITES

City of Oakland El Nino information and resources:
www.oaklandnet.com/elnino

**Oakland Fire Department CORE Program
Emergency Preparedness Training:**
www.oaklandcore.com

Prepare. Plan. Stay Informed:
www.ready.gov

California Office of Emergency Services:
www.caloes.ca.gov

**National Oceanic and Atmospheric
Administration:**
www.noaa.org

Flood risk and insurance resources:
www.floodsmart.gov

Help with insurance questions:
www.uphelp.org

Adopt A Drain is looking for volunteers to help keep storm drains clear and running free. By keeping storm drains clean, you can help City crews focus on storm-response activities on the most critical storm-related problems. Remember, **"If it is plugged, it will flood."** Please call (510) 238-7630 or visit www.adoptadrainoakland.com to get involved.

El Niño Weather Ready Workshops will provide Oakland residents and business owners with information on being weather ready and steps to take to prepare for severe weather situations including heavy rains, flooding, high winds and power outages. For more information or to register visit www.oaklandcore.com, call (510) 238-6351 or email core@oaklandnet.com.



Severe winter weather can create safety hazards and cause property damage.

The City of Oakland is preparing for El Niño and strong winter storms. Use this guide to prepare for severe weather situations including heavy rains, flooding, high winds and power outages. Follow these basic guidelines to prepare, respond and recover from strong winter storms.

Learn more: oaklandnet.com/elnino



PREPARE BEFORE THE STORM



❑ Be informed.

- ❑ Sign up to receive emergency alerts from the City of Oakland: www.oaklandnet.com/elnino.
- ❑ Register for free emergency training from the Oakland Fire Department: www.oaklandcore.com.

❑ Your home, business, and property.

- ❑ Check your roof and clear rain gutters and downspouts.
- ❑ Ensure windows are watertight.
- ❑ Check fences and gates for sturdiness.
- ❑ Secure items that might move during a storm.

❑ **Inspect your trees.** After several years of drought, many trees may be stressed and at risk of toppling in strong winds. Consider hiring a certified arborist to evaluate and trim trees on your property.

❑ **Use sandbags and plastic sheeting** to prevent water from entering your home or business. Watch our preparation videos: www.oaklandnet.com/elnino.

❑ **Keep your curbs and sidewalk gutters clear of leaves and debris.** Join the City's Adopt A Drain program by calling (510) 238-7630 or visiting www.adoptadrainoakland.com.

❑ **Know your flood risk.** Search your address at www.floodsmart.gov.

❑ **Insure your property.** Flood insurance takes 30 days to take effect. Take photos of valuables to make an inventory, which will help if you need to file a claim later.

❑ **Make a family emergency plan** so everyone knows what to do before, during and after an emergency. Visit www.ready.gov/make-a-plan.

❑ **Build an emergency kit with enough supplies to last for at least 72 hours.**

Emergency Supplies For Your Home, Car and Workplace

Enough food, water, medicines and pet supplies to last at least 72 hours



- ❑ Flashlights and extra batteries
- ❑ Portable radio (battery, crank or solar)
- ❑ First aid supplies
- ❑ Rain poncho, hand warmers, whistle and map
- ❑ Cash and copies of important documents
- ❑ Important phone numbers
- ❑ Family photos and other personal treasures



RESPOND DURING THE STORM

During severe storms where there is widespread flooding or storm-related damage, City crews and emergency personnel may be working around the clock to respond to the most critical incidents. Be prepared to weather any storm for at least 72 hours.

❑ **Stay informed.** Monitor local radio and TV stations for updated information and changing conditions.

❑ **Be safe.** Be alert to changing conditions. Do not walk through flowing water; you could be swept away by strong currents. Do not drive through flooded areas where your vehicle may get stuck. Know alternative routes in case roads are blocked by downed trees or power lines.

❑ Follow instructions.

❑ Flood watch—means that flooding is possible in your area. Move valuable household possessions to upper floors or as high as you can off the floor. Fill your car's gas tank. Watch for signs of flooding and be ready to evacuate. Know where to go to get to higher ground quickly.

❑ Flood warning—means that flooding is occurring or will occur soon in your area. Be prepared to evacuate as quickly as possible if an order is given. If necessary, move to higher ground away from creeks and storm drains.

❑ Know how to report problems.

❑ In an emergency, call 9-1-1. If calling from a cell phone, contact Oakland Police at (510) 777-3211.

❑ For storm-related emergencies (flooding, landslides, tree down on roadway, overflowing storm drains and sewers), call the Oakland Public Works Call Center directly at (510) 615-5566.

❑ To report non-emergency issues, contact Public Works Call Center through one of these ways:

- Email: opwcallcenter@oaklandnet.com
- Online: oaklandpw.com
- Mobile app: SeeClickFix

❑ To report a downed power line, call 9-1-1 or PG&E at 1 (800) 743-5000.

❑ To report water service emergencies, contact EBMUD at 1 (866) 403-2683.



RECOVER AFTER THE STORM

❑ **Make sure it's safe before you return home or go out to assess your property.** Even after flood waters recede, debris, slippery roads and walkways and other hazards may still exist.

❑ **Conduct a home inspection.** Check for any damages, gas or water leaks. Record damages and take photos for insurance purposes.

❑ **Clean up.** Be sure to hire qualified licensed contractors to do any needed clean up. Dispose of used sandbags properly.

❑ **Prepare for the next storm.** Severe winter weather may come in the form of prolonged periods of rain and heavy winds or multiple storm events. Be ready to repeat this cycle – prepare, respond and recover!