

# EMERGENCY CONTACTS IN SANTA CLARA COUNTY

Dial 9-1-1 to report emergencies. When using a cell phone, if you are able, dial the 10-digit number (listed below) to be connected to your local 9-1-1 Center within Santa Clara County.

Campbell.....	408-378-8161
Cupertino.....	408-299-3233
Gilroy.....	408-842-0191
Los Altos.....	650-947-2779
Los Altos Hills.....	408-299-3233
Los Gatos.....	408-354-8600
Milpitas	
Police.....	408-263-1212
Fire.....	408-998-7212
Monte Sereno.....	408-354-8600
Morgan Hill.....	408-779-2101
Mountain View.....	650-968-4411
Palo Alto	
Police.....	650-321-4433
Fire.....	650-321-2231
San Jose.....	408-277-8911
San Martin.....	408-299-3233
Santa Clara	
Police.....	408-296-2236
Fire.....	408-296-1515
Saratoga.....	408-299-3233
Sunnyvale.....	408-736-6244
Unincorporated.....	408-299-3233



# IF A DISASTER STRIKES ARE YOU PREPARED?

To learn more about emergency preparedness, visit your city's website or call your local Office of Emergency Services:

**CAMPBELL 408-871-5159**  
www.cityofcampbell.com

**CUPERTINO 408-777-3335**  
www.cupertino.org

**GILROY 408-846-0370**  
www.cityofgilroy.org

**LOS ALTOS 650-947-2823**  
www.ci.los-altos.ca.us/police

**LOS ALTOS HILLS 650-922-1055**  
www.lahcfd.org

**LOS GATOS 408-887-7818**  
www.losgatosca.gov

**MILPITAS 408-586-2810**  
www.ci.milpitas.ca.gov

**MONTE SERENO 408-887-7818**  
www.montesereno.org

**MORGAN HILL 408-776-7310**  
www.morganhill.ca.gov

**MOUNTAIN VIEW 650-903-6825**  
www.mountainview.gov

**PALO ALTO 650-617-3164**  
www.cityofpaloalto.org

**SAN JOSE 408-277-4595**  
www.sanjoseca.gov

**SANTA CLARA 408-615-4954**  
www.santaclaraca.gov

**SARATOGA 408-887-7818**  
www.saratoga.ca.us

**SUNNYVALE 408-730-7198**  
www.sunnyvale.ca.gov/departments

**SANTA CLARA COUNTY OES 408-808-7800**  
www.sccgov.org



Rev2011\_111003

# Telephone Tips During Emergencies



**PREPARE for Emergencies**

**BE AWARE of Your Surroundings**



**TAKE ACTION to Protect Yourself and Others**



## Santa Clara County Fire Department

A California Fire Protection District serving Santa Clara County and the communities of Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Morgan Hill, and Saratoga

www.sccfd.org • 408.378.4010

## PREPARE FOR EMERGENCIES



Make copies of important documents and phone numbers. Store in safe place.

Identify an out of state contact person so family members can

check-in and receive messages. Out of state calls will reduce the demand on local phone system.

Develop an emergency plan:

- ✓ Plan an alternate family meeting place in case you are unable to reach home.
- ✓ Discuss what children should do if at school. Identify an alternate person to pick up children on school emergency forms.
- ✓ Maintain emergency supplies for 3-7 days (food, water, medications, first aid kit, battery radio, flashlight, etc.)
- ✓ Learn how to locate and shut-off (if necessary) electricity, water and gas.



## HOW TO REPORT EMERGENCIES

Dial 9-1-1. Speak slowly and clearly. State your name, location and telephone number.

Provide as much detailed information as possible, including:

**EMERGENCY**  
CALL **9-1-1** FIRE  
POLICE  
MEDICAL

- Type of event (medical, fire, crime)
- Description of individuals (race, gender, height, weight) and any vehicles involved

Stay on the telephone and follow any instructions the 9-1-1 dispatcher may give.

Never put yourself or anyone else in danger when reporting an emergency.

## DURING A DISASTER OR EMERGENCY



Telephone lines can handle 10% phone use at any given time. If phone use exceeds 10%, the system becomes overloaded and local call service may be interrupted, including 9-1-1 calls.

If you have an emergency and are unable to secure a dial tone, pause and wait, do not click the receiver—that 'restarts' the call request cycle. If there is no dial tone within 60 seconds, the system may be overloaded.

To help reduce phone system overload following a major disaster:

- Only use telephones and cellular phones if you have a life-threatening emergency.
- Try text messaging instead to communicate with others.
- Use a battery powered radio to listen for information bulletins.



## HOME & BUSINESS TELEPHONE



Regular telephone lines, referred to as 'land lines', provide 9-1-1 dispatchers with the caller's location.

Cordless phones also provide the caller's location but will not work in the event of a power failure. Keep a back-up telephone available to plug directly into the phone jack.

If using a Voice Over Internet Protocol (VoIP) service:

- Always verify your exact location with 9-1-1 dispatcher when reporting any emergency.
- Notify VoIP provider of any changes to physical location of VoIP equipment.
- VoIP service may not function in the event of a broadband or power outage.

## CELL PHONES

When 9-1-1 calls are placed from cell phones, they may be routed to out of area 9-1-1 call centers, known as Public Safety Answering Points or PSAPs, resulting in delays.



Unlike regular telephone lines, cell phones only provide dispatchers the approximate location of the caller (within 325 feet or 100 meters).

If reporting an emergency from a cell phone, provide the 9-1-1 dispatcher with as much location information as possible, including street names, direction you are traveling (i.e., north or south) and nearby landmarks (i.e., a shopping center or restaurant).

## SANTA CLARA COUNTY 211

2-1-1 is a free, non-emergency phone number and service that provides 24-hour access to health and human services before and after disasters; including food, housing, childcare, senior services, medical care, and much more. Call 2-1-1 or visit [www.211scc.org](http://www.211scc.org).



## ALERT SCC

AlertSCC is a notification system that is used to send emergency information and instructions to anyone who lives or works in Santa Clara County. AlertSCC will send messages to phone numbers in the 911 and 411 directory listings.

To also receive messages on other devices (cell phones, e-mail) register at [www.AlertSCC.com](http://www.AlertSCC.com).

