

SOCIAL BRIDGING PROJECT DISASTER DIRECTORY

SAN MATEO COUNTY



LISTOS CALIFORNIA:
ListosCalifornia.org



GOVERNOR'S OFFICE OF
EMERGENCY SERVICES:
CalOES.ca.gov



OFFICE OF THE
GOVERNOR OF
CALIFORNIA:
gov.ca.gov



LISTOS CALIFORNIA'S SOCIAL BRIDGING PROJECT

When COVID-19 disrupted the state of California's peer-to-peer emergency preparedness campaign for vulnerable communities, Listos California, anchored at the Governor's Office of Emergency Services, took action. (Listos means "ready" in Spanish.)

To meet the moment, we created the Social Bridging Project, a pioneering public health and safety campaign to counter social distancing through direct phone calls to people at risk. We harnessed the California voter file, reaching deeply into even the most isolated communities, to contact Californians in their homes.

To assist our callers, a customized Disaster Directory is prepared for each California county we call. It provides:

- a brief profile of the county, its disaster risks and relevant vulnerabilities of its residents
- state and local referrals to receive alerts for general emergencies, earthquakes, wildfires and Public Safety Power Shutoffs
- additional disaster readiness resources and information on COVID-19

Listos California is happy to share its County Disaster Directories to help bridge the gap for others to find resources to prepare for emergencies. Please note that this directory is accurate as of the date on its cover. Be sure to check the status of any resource for the latest updates.

For our complete inventory of tools and tips to prepare for disasters, go to [LISTOSCALIFORNIA.ORG](https://listocalifornia.org).

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GUIDED SEARCH DIRECTORY

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- [YELLOW HIGHLIGHTS INDICATE COUNTY-SPECIFIC RESOURCES.](#)



[COUNTY
OVERVIEW](#)



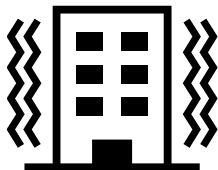
[DISASTER
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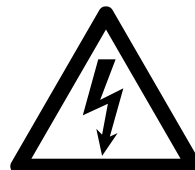
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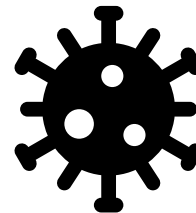
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COUNTY OVERVIEW

SAN MATEO COUNTY AT A GLANCE

San Mateo County: Located on the San Francisco Peninsula, considered part of the San Francisco Bay area; 3rd smallest county by land area in California

Major cities: 20 cities (including San Mateo, Daly City, Redwood City, South San Francisco and San Bruno) and many unincorporated areas¹



San Mateo County is characterized by its varying geographic features, including 55 miles of coastline and the Santa Cruz Mountains, which bisect the county to create 3 distinct regions: the coastside, mountainside and bayside. The dense urbanization of the bayside stands in contrast to the rural coastside and mountainous regions, creating a challenge to effectively manage disaster risk throughout the county. With a number of active faults running directly through the county, **landslides, tsunami, and dam failure** may result from a damaging **earthquake. Drought and severe weather** events increase the risk of severe **wildfires** for parts of the county. San Mateo's coastal location also renders it vulnerable to extensive **flooding**.¹

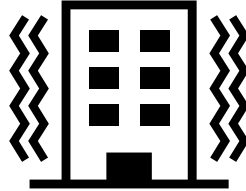
COUNTY OVERVIEW

SAN MATEO COUNTY BY THE NUMBERS



40,500

Number of housing units at high to extreme risk of wildfire.²



21%

Chance that a magnitude 6.7 earthquake or larger will occur in the next 30 years on the northern portion of the San Andreas Fault.¹



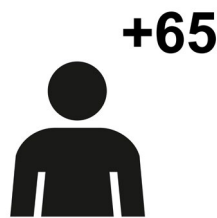
2

Number of hazardous materials facilities located within a tsunami hazard area.¹



86,509

Acres burned in the August 2020 CZU Lightning Complex Fire, actively burning across San Mateo and Santa Cruz Counties for 37 days.³



15.1%

Residents who are aged 65 or older, higher than the California average.⁴

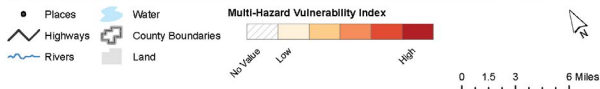
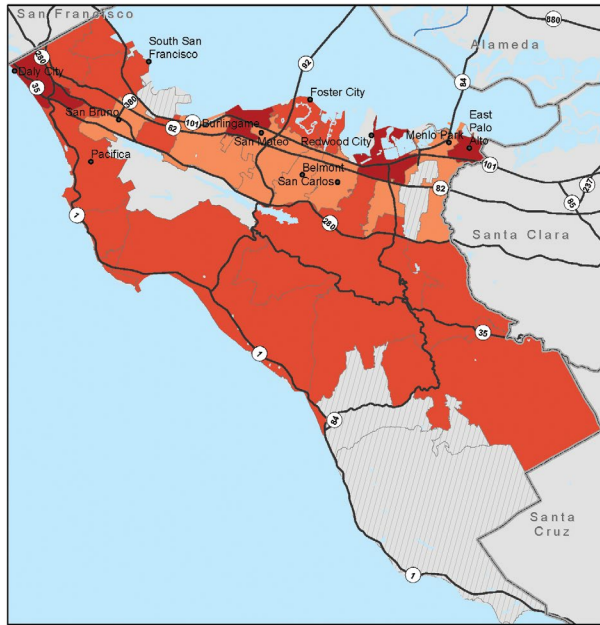


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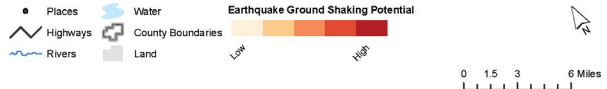
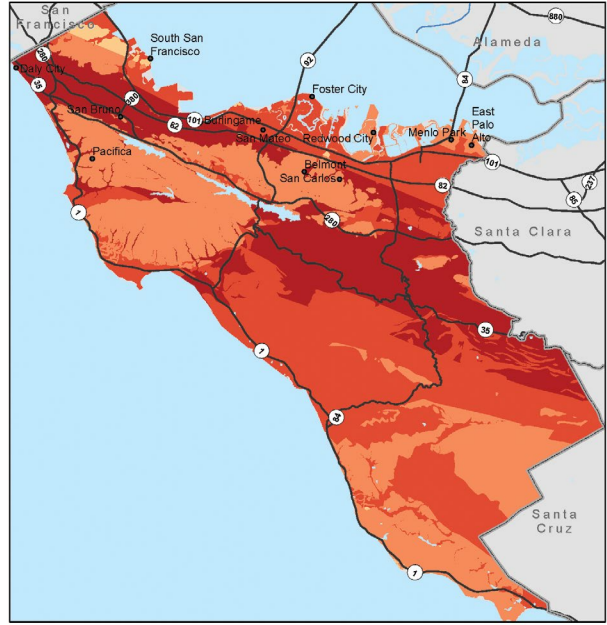
Number of significant flooding events since 1996, causing over \$10 million in property damage.¹

SAN MATEO COUNTY HAZARDS

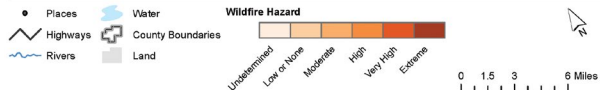
Multi-Hazard Vulnerability Index



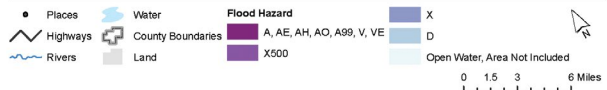
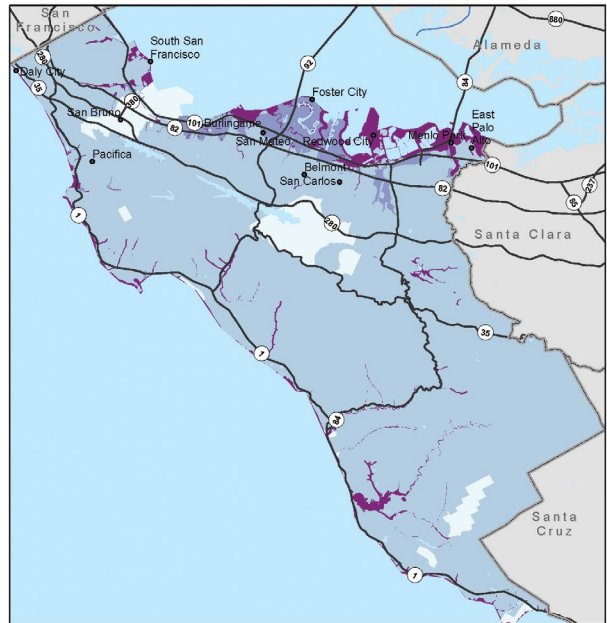
Earthquake Hazard



Wildfire Hazard

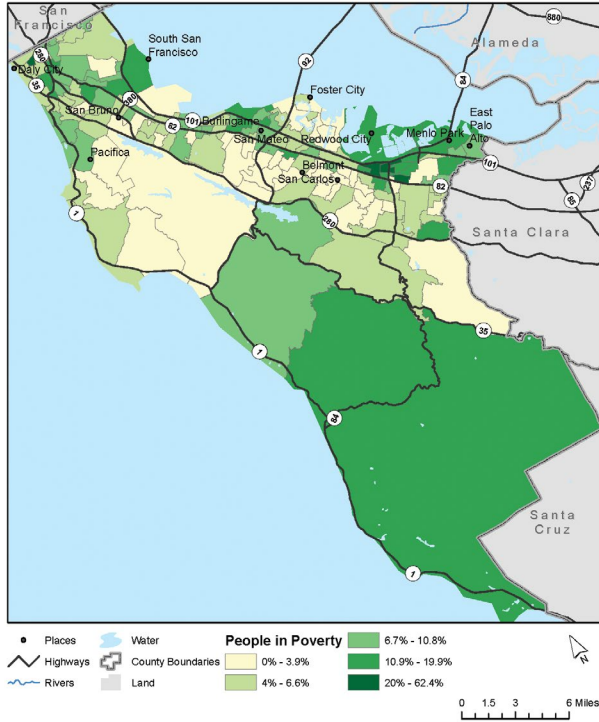


Flood Hazard

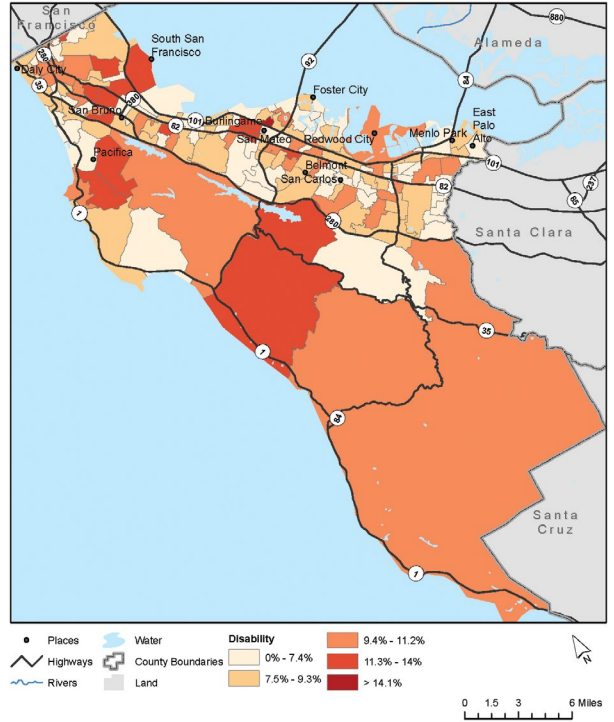


SAN MATEO COUNTY VULNERABILITIES

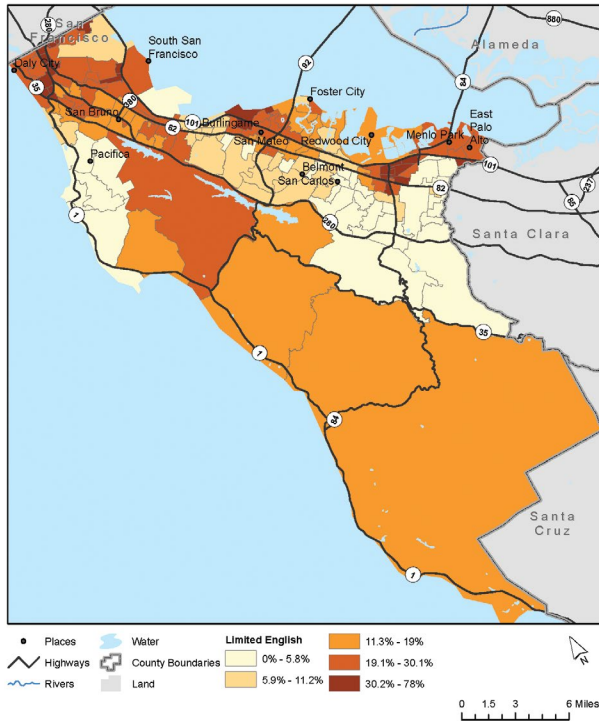
People in Poverty



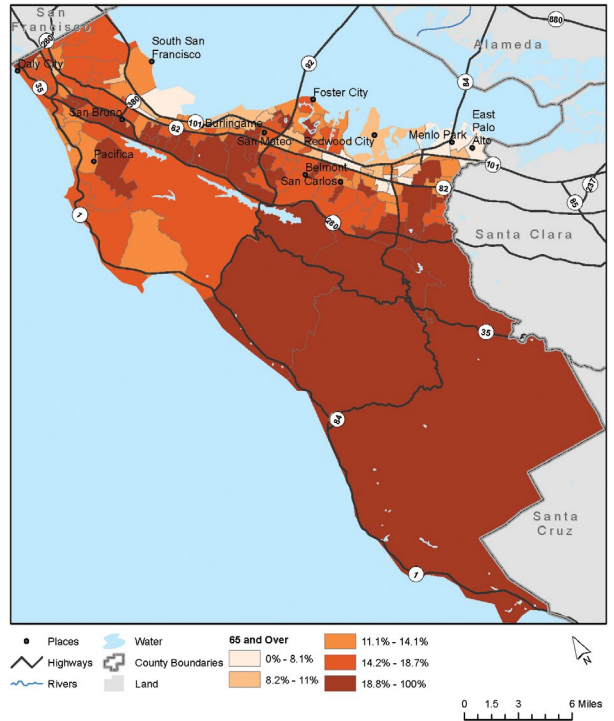
Disability



Limited English Language Proficiency



Age 65 and Over





WHAT ARE EMERGENCY ALERTS?

When emergencies and disasters strike, public safety agencies use different types of alerts to send emergency information to your cell phone, landline, radio or television.

What are the main types of Emergency Alerts?

- **Wireless Emergency Alerts (WEA)** are a national service that sends a vibration, loud tone and short message through your phone if an emergency is nearby. You must have a cell phone that is WEA enabled to receive alerts. You don't need to sign up and there is no charge to you. You can check the settings in your phone to make sure the alerts are activated.
- **The Emergency Alert System** can be used by state and local officials to deliver important emergency messages to your TV or Radio.
- **Mass Notification Systems** like reverse 9-1-1 send an alert to your landline phone if you are in an affected area. Check with your city or county to see if you need to opt into this service.
- **Outdoor Warning Sirens** warn you to get inside immediately for more information. These can only be heard outside.
- **Weather Radios** will broadcast loud alert sounds during an emergency. If the power is out and your TV is not working, these radios can still broadcast continuous weather and emergency information specific to your area, 24/7.



CALIFORNIA DISASTER RESOURCES

LISTOS CALIFORNIA

About

Listos California is the state of California's emergency preparedness campaign. (Listos means "ready" in Spanish.) You can find 5 easy steps to prepare for any natural disaster at their website. You will also find tips and tools to help you during the COVID-19 pandemic.

Website

LISTOSCALIFORNIA.ORG

Text

Text LISTOSCA to 72345 to receive tips in English or Spanish on how to prepare for natural disasters. You will receive one tip per day, at the time of your choice, over the course of one week.

DISASTER RESOURCES FOR IMMIGRANT CALIFORNIANS

About

If you are an immigrant Californian, you can find links to disaster recovery resources and information on ensuring your health and safety. Resources are available in a variety of languages.

Website

TINYURL.COM/CALIFORNIAIG

STATE OF CALIFORNIA OFFICE OF EMERGENCY SERVICES

About

You can find the latest emergency news for any disaster, and tips on readiness for individuals, families, businesses, schools and more.

Website

CALOES.CA.GOV



GENERAL EMERGENCY ALERTS



SMC ALERT COUNTY ALERT SYSTEM

About

You can opt-in to receive emergency notifications from San Mateo County via phone calls, text messaging, email and more. You can register multiple communication methods, and multiple addresses to receive emergency alert notifications near you.

Website

[SMCALERT.INFO](https://smcalert.info)

Directions

1. Visit [SMCALERT.INFO](https://smcalert.info) and sign up for a new account.
2. Once registered, you can choose to receive alerts via text, cell phone, email, landline phone or TTY device.



SAN MATEO COUNTY POCKET EMERGENCY PREPAREDNESS GUIDE

About

This guide can help you in the event of a major emergency. It has information on how to plan for and respond to natural and man-made disasters. Helpful websites and phone numbers are also included. Information is available in Spanish and English.

Website

English: [TINYURL.COM/SANMATEOPREP](https://tinyurl.com/sanmateoprep)

Spanish: [TINYURL.COM/PREPSPANOL](https://tinyurl.com/prepspanol)



GENERAL EMERGENCY ALERTS

CALIFORNIA EMERGENCY ALERTS

About

Each county in California has an alerting program that you can sign up for to receive alerts if an emergency situation were to arise in your county. If you work in one county, but you live in another, you can sign up for both using this website.

Website

CALALERTS.ORG

Directions

1. Visit CALALERTS.ORG and click SIGN UP in the top right corner.
2. Click the name of your county. You can sign up for your county's alert system by following the directions.



SAN MATEO COUNTY SOCIAL MEDIA

About

You can find preparedness messaging and emergency updates by following the social media sites below.

Twitter

[@COUNTY_DOH](#) [@SMCPROBATION](#)
[@SANMATEOCO](#) [@SUSTAINSMC](#)
[@SMCSHERIFF](#) [@SMCPARKS](#)
[@SMCHEALTH](#) [@SMC_COMMAFFAIRS](#)
[@SMCHSA](#)

Facebook

[@COUNTYOFSANMATEO](#)
[@SMCSHERIFF](#)
[@SMCHEALTH](#)



GENERAL EMERGENCY ALERTS



LOCAL RADIO STATION FOR EMERGENCY ALERTS

About

You can tune into your local radio station to receive emergency information.

Radio Stations

KCBS 106.9 FM AND 740 AM

KQED 88.5 FM

KGO 810 AM



EARTHQUAKE EMERGENCY ALERTS

CALIFORNIA EARTHQUAKE EARLY WARNING

About

The California Earthquake Early Warning System delivers warnings to Drop, Cover and Hold On via cell phones before the strongest shaking arrives. There are two ways to receive the alerts:

WEA Alerts: ShakeAlert messages can be sent to your cell phone or other WEA enabled devices, alerts that an earthquake is happening in your area. There is no need to subscribe.

Free MyShake App: You can download the free MyShake App which will send earthquake alerts to your cell phone or WEA enabled device when you do not have cell service but do have Wi-Fi.

Website

EARTHQUAKE.CA.GOV

Directions

1. Check your phone to make sure the alerts are activated.
2. Visit the Apple App Store or Google Play to download the application available in both English and Spanish.
3. Go to the System Settings in your cell phone or WEA enabled device, and make sure that location services are turned on.



WILDFIRE ALERTS & RESOURCES

CAL FIRE TEXT ALERTS

About

You can sign up using your phone number and zip code to receive text alerts about wildfires near you. Sign up using the website.

Website

PLAN.READYFORWILDFIRE.ORG

CAL FIRE EMAIL NEWS

About

You can receive real-time, county-specific updates on wildfires in your area via email. Sign up using the website.

Website

TINYURL.COM/CALFIREMEDIA

CAL FIRE WILDFIRE INCIDENTS

About

You can receive accurate updates about wildfires near you by entering in your zip code. Go to this website to view all active wildfires near you.

Website

INCIDENTS.READYFORWILDFIRE.ORG

STATE OF CALIFORNIA WILDFIRE RESOURCES

About

You can find a list of wildfire resources on a variety of issues, such as sheltering, transportation impacts and power shut-offs.

Website

RESPONSE.CA.GOV



WILDFIRE ALERTS & RESOURCES

READY FOR WILDFIRE WEB-BASED APP

About


If you take a short survey to identify your living situation, the web-based app will send you free and personalized steps you can take to prepare for wildfires in your area. You can access the web-based app and survey through a computer, tablet or mobile phone by going to the website.

Website

Available in English and Spanish: PLAN.READYFORWILDFIRE.ORG

Directions

READY FOR WILDFIRE is not available in Google Play or the iOS App Store. You can save the web-based app directly to your mobile phone home screen for quick access.

1. From your mobile phone, visit PLAN.READYFORWILDFIRE.ORG.
2. For Android users, you will see an “Add to Home Screen” pop-up message to save the web app to your device home screen.
3. For iPhone users, you can click the share option  and scroll and tap the “Add to Home Screen” button.



POWER SHUTOFF RESOURCES



PUBLIC SAFETY POWER SHUTOFF ALERTS (PSPS)

About

During extreme weather or wildfire conditions, your local energy company may need to shut off the power. You can sign up to receive notifications in advance.

Website

You can register online for PSPS alerts from PG&E. You will also find on this website fact sheets and checklists on how you can prepare for a PSPS.

[PREPAREFORPOWERDOWN.COM](https://www.pge.com/prepareforpowerdown)

Phone

You can register by phone for PSPS alerts.

PG&E Serving San Mateo County

1-877-9000-PGE or text ENROLL to 97633

POWER SHUTOFF HOTLINE

About

If you are a medically vulnerable Californian, during a power shutoff, you can call this hotline to find resources within your area. Assistance is available in many languages and 711 Telecommunications Relay Services are also available for persons with a hearing or speech disability.

Phone Number

(833) 284-3473

Phone Line Hours

Daily, 9:00am-9:00pm



POWER SHUTOFF RESOURCES

MEDICAL BASELINE NOTIFICATION

About

If you are dependent on electricity for a medical device such as a breathing machine, power wheelchair, home oxygen or dialysis, you can be added to your energy company's list of customers who have urgent electrical needs. Your energy company may send extra alerts or knock on your door to ensure your safety during Public Safety Power Shutoffs. Be sure you call your electrical company to notify them of your electricity needs. Information is available in many languages.

Website

Medical Baseline Application TINYURL.COM/MEDICAL-BASELINE

ADA Emergency Power Planning Checklist TINYURL.COM/PSPSOUT

Register by Phone

1-800-743-5000



DISABILITY SERVICES & LEGAL CENTER (DSLCL)

About

If you rely on power to operate life-sustaining medical devices (CPAP, BiPAP, oxygen, communication device, power wheelchair, etc.), your local Independent Living Center may be able to assist you with costs associated with accessible transportation, short-term housing support during a PSPS and/or a loaner back-up battery system. Go to the website or call for more information.

Website

CIDSANMATEO.ORG/PSPS

Phone Number

(650) 645-1780

Phone Line Hours

Monday-Friday, 9:00am-5:00pm



POWER SHUTOFF RESOURCES



TEMPERATURE SENSITIVE PROGRAM FROM PG&E

About

If you have a health condition that puts you at increased risk from exposure to extreme temperatures, you can sign up to be notified in advance of a rotating power outage. If you participate in PG&E's medical baseline program, you have already been enrolled to receive advanced notifications.

Application

[TINYURL.COM/PGETEMPSENSITIVE](https://tinyurl.com/pgtempensitive)

COVID-19 RESOURCES



SAN MATEO COVID-19 INFORMATION AND HOTLINE

About

You can get answers to questions about COVID-19, including testing sites in San Mateo County. Information is available in many languages.

Websites

[SMCGOV.ORG](https://smcgo.org)

[SMCHEALTH.ORG](https://smchealth.org)

Subscribe to San Mateo County Covid-19 Updates

[TINYURL.COM/SANMATEOCOID](https://tinyurl.com/sanmateocovid)

COVID-19 Non-Emergency, Non-Medical Phone Line

(800) 273-6222 or 2-1-1

CALIFORNIA CORONAVIRUS INFORMATION

About

You can get answers to questions about COVID-19 safety, testing, closures workplace safety and more. You can track your county's daily statistics.

Website

[COVID19.CA.GOV](https://covid19.ca.gov)

Phone Number

(833) 544-2374

Phone Line Open

Monday-Friday, 8:00am-8:00pm

Saturday-Sunday, 8:00am-5:00pm

COVID-19 RESOURCES

COVID-19 GUIDE FOR IMMIGRANT CALIFORNIANS

About

If you're an immigrant living in California, you can learn how to protect yourself, your family, and your community from COVID-19 regardless of your immigration status. You can read the guide in English, Spanish, Chinese, Korean, Vietnamese and Filipino.

Website

[TINYURL.COM/GUIDEFORALL](https://tinyurl.com/guideforall)

REFERENCES

1. San Mateo County Hazard Mitigation Plan, Volume 1, 2016, <https://tinyurl.com/SanMateoMitigationPlan>
2. “These California counties have the highest concentration of homes vulnerable to wildfire,” Finch II, Michael, The Sacramento Bee, 2018, <https://www.sacbee.com/article216076320.html>
3. CZU Lightning Complex (Including Warnella Fire), Cal Fire, 2020, <https://www.fire.ca.gov/incidents/2020/8/16/czu-lightning-complex-including-warnella-fire/>
4. Listos California Emergency Preparedness Campaign, Vulnerability Profile for San Mateo County, Mathew C. Schmidlein, PhD and Maye Saepanh, 2019.

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DesignTools, Mauro Lucchesi, Adrien Coquet, Tuong Tam, State Reference Center for Personal Autonomy and Technical Aid (Ceapat, by its acronym in Spanish), Freepik

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