LISTOS CALIFORNIA EMERGENCY PREPAREDNESS CAMPAIGN

Far too often, the people and communities hardest hit by natural disasters are those least equipped to survive them. The Listos California Emergency Preparedness Campaign helps highly vulnerable populations get ready for wildfires, earthquakes and floods, before disasters strike. (Listos means “ready” in Spanish.)

Emergency alerts are the cornerstone of readiness and all Californians should receive them. But in too many counties, few people do. To help, we created customized Disaster Directories for all 58 counties in both English and Spanish. Each directory provides:

- A brief profile of the county’s disaster risks
- Relevant vulnerabilities of its residents
- State and local alert resources for
  - General emergencies
  - Earthquakes
  - Wildfires
  - Public Safety Power Shutoffs
- Resources for people who are medically dependent on electricity
- State and county resources on COVID-19

Listos California hopes these Disaster Directories help bridge the gap between people in harm’s way and alerts that save lives. 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.

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Senior Advisor in the Governor’s Office of Emergency Services (Cal OES)

Anchored at the California Office of Emergency Services, Listos California was launched in 2019 through an investment of public funds by Governor Gavin Newsom and state lawmakers. For more tools and tips to prepare for disasters, go to LISTOSCALIFORNIA.ORG.
GUIDED SEARCH DIRECTORY

- CLICK ON ANY ICON TO JUMP TO THAT SECTION.
- CLICK ON "DISASTER DIRECTORY" ON ANY PAGE FOOTER TO RETURN TO THIS PAGE.
- ORANGE HIGHLIGHTS INDICATE COUNTY-SPECIFIC RESOURCES.

COUNTY OVERVIEW  DISASTER RESOURCES  COUNTY RESOURCES  EMERGENCY ALERTS

EARTHQUAKE ALERTS  WILDFIRE ALERTS  POWER NOTIFICATIONS  COVID-19 RESOURCES
COUNTY OVERVIEW

SANTA CRUZ COUNTY AT A GLANCE

Santa Cruz County: Located on North Central Coast of California including 29 miles of coastline.¹

Major cities: Santa Cruz, Watsonville, Scotts Valley, Capitola and many unincorporated areas

Santa Cruz County, with its varying topography and mix of urban and rural areas, is subject to a wide variety of impacts from various hazards and threats.² Its location along the coast presents several potential hazards to the community, such as coastal erosion and tsunami. While protective facilities, such as dams and levees, provide some level of flood protection, several historical flooding events associated with winter storms, demonstrate that there is still a significant flood threat within the county.¹ Extensive damage from earthquake, drought, and storm induced landslides have occurred within the last 50 years; however, wildfires have caused the greatest amount of damage in Santa Cruz County.³
COUNTY OVERVIEW

SANTA CRUZ COUNTY BY THE NUMBERS

50% Homes at high or extreme risk of wildfire.

6 Number of major faults in or near the County, placing it in an area of high-seismic risk.

1,914 Number of buildings and structures that lie within the tsunami inundation zone.

20 The CZU Lightning Complex Fire that began in August 2020 in Santa Cruz County, is among the top 20 most destructive fires in California History.

+65 Residents who are aged 65 and older, higher than the California Average.

14.3% Percent of the County falling within Tier 3 extreme risk of fire, with residents highly likely to be impacted by Public Safety Power Shutoffs.

57%
SANTA CRUZ COUNTY HAZARDS

Multi-Hazard Vulnerability Index

Earthquake Hazard

Wildfire Hazard

Flood Hazard
SANTA CRUZ 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

**CodeRED**

*About*

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

*Website*

TINYURL.COM/SANTACRUZALERT

*Directions:*

1. Visit TINYURL.COM/SANTACRUZALERT 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.

**SANTA CRUZ COUNTY SOCIAL MEDIA**

*About*

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

*Twitter*

@SANTACRUZSOI
@CALFIRECZU

*Facebook*

FACEBOOK.COM/COUNTYOFSANTACRUZ

**LOCAL RADIO STATION FOR EMERGENCY ALERTS**

*About*

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

*Radio Station*

SANTA CRUZ COUNTY RADIO STATION KTOM 92.7 FM
SANTA CRUZ COUNTY RADIO STATION KSCO 1080 AM
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.
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
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 SoCal Edison, SDGE or PG&E. You will also find on this website fact sheets and checklists on how you can prepare for a PSPS.

PREPAREFORPOWERDOWN.COM

Phone
You can register by phone for PSPS alerts.

PG&E, Serving Santa Cruz 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.

**Website**
PG&E Medical Baseline Application [TINYURL.COM/MEDICAL-BASELINE](http://TINYURL.COM/MEDICAL-BASELINE)
ADA Emergency Power Planning Checklist [TINYURL.COM/PSPSOUT](http://TINYURL.COM/PSPSOUT)

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**DISABILITY SERVICES & LEGAL CENTER (DSLC)**

**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**
[TINYURL.COM/SANTACRUZHELPS](http://TINYURL.COM/SANTACRUZHELPS)

**Phone Number**
(831) 757-5549

**Phone Line Hours**
Leave a detailed message and a representative will return your call.
COVID-19 RESOURCES

SANTA CRUZ COVID-19 INFORMATION LINE
About
You can get answers to questions about COVID-19, including testing sites in Santa Cruz County. Information is available in English and Spanish.
Website
TINYURL.COM/SANTACRUZCOVID19
Phone Number
(831) 454-4242
Phone Line Open
Monday-Friday, 8:00am-5:00pm

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
Phone Number
(833) 544-2374
Phone Line Open
Monday-Friday, 8:00am-8:00pm
Saturday-Sunday, 8:00am-5:00pm

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
REFERENCES

2. County of Santa Cruz, Office of Emergency Services, 2020, https://tinyurl.com/SCOfficeofEmergencyServices
4. These California counties have the highest concentration of homes vulnerable to wildfire, The Sacramento Bee, 2018, https://www.sacbee.com/article216076320.html

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