



# EMERGENCY RESOURCE GUIDE

The purpose of this guide is to provide written resources in the event of an emergency. This guide is representative of public services and information that are available as of this writing. We encourage everyone to know their local resources and keep a printed guide on hand.

## EMERGENCY RESOURCES

<b>EMERGENCIES</b>	Call 911	<a href="http://www.911.gov">www.911.gov</a>
<b>CITY SERVICES &amp; QUESTIONS</b>	Call 311	<a href="http://www.sf311.org">www.sf311.org</a>
<b>HEALTH AND HUMAN RESOURCES</b>	Call 211	<a href="http://www.211.org">www.211.org</a>
<b>UPDATES ON BAY AREA TRANSIT AGENCIES</b>	Call 511	<a href="http://www.511.org">www.511.org</a>

# SAN FRANCISCO FIRST RESPONDERS

## Department of Emergency Management

1011 Turk Street, San Francisco, CA 94102

(415)558-3800

## Fire Department

698 - 2nd Street, San Francisco, CA 94107

(415)558-3200

## Sheriff's Department

City Hall, Room 456, 1 Dr. Carlton B. Goodlett Place,  
San Francisco, CA 94102

(415)554-7225

## Police Department - Headquarters

1245 - 3rd Street, San Francisco, CA 94158

(415)837-7000

Non Emergency Phone

## California Highway Patrol

455 - 8th Street, San Francisco, CA 94103

(415)557-1094

### Call 911

To report a life threatening situation, medical emergency, car accidents, crimes in progress, or to report a fire.

## WEATHER EMERGENCY INFO.



**Report a Power Outage:** 1-800-468-4743

**24 HR Customer Service:** 1-800-743-5000

**24 HR Power Outage Info:** 1-800-743-5002



### National Weather Service

To prepare for and track weather conditions visit:

[weather.gov](http://weather.gov)



### Earthquake Warning California

Receive recent resources on earthquake preparedness at: [earthquake.ca.gov/](http://earthquake.ca.gov/)

### Call 311

To report a non-emergency, call the San Francisco 24-hour hotline at 311 or 415-701-2311 if calling from outside of San Francisco or visit [sf311.org](http://sf311.org) for more information.

## PUBLIC HEALTH RESOURCES



### San Francisco Department of Public Health

Phone: (415)554-2500 Website: [sfcdcp.org](http://sfcdcp.org)



### CDC Emergency Preparedness & Response

Phone: (800)232-4636 Website: [emergency.cdc.gov](http://emergency.cdc.gov)

### Alert SF

Receive alerts and information in the case of a natural disaster, emergency, or transportation disruption in San Francisco by texting your ZIP Code to 888-777 or visit [alerts.sf.org](http://alerts.sf.org).

## BREAKING NEWS & MEDIA



### Radio

KCBS: 740 AM or 106.9 FM

ABC7/KGO: 810 AM



### TV/Media

[KRON4](#), [KCBS](#), [KGO](#), [FOX KTVU](#),

[NBC Bay Area](#), [ABC 7](#), [SF Gate](#)

Visit [tmasfconnects.org](http://tmasfconnects.org) for additional resources.

# PUBLIC TRANSIT RESOURCES

## Call 511

For information on traffic, transit, carpooling, vanpooling, or bicycling, visit [511.org](http://511.org). 511 is available in the Bay Area's nine counties, and accessible 24 hours a day, 7 days a week.



**BART**  
**Phone Number:** (510)464-6000  
**Email:** [bartic@bart.gov](mailto:bartic@bart.gov)  
**Website:** [bart.gov](http://bart.gov)



**SFMTA/MUNI**  
**Phone Number:** (415)701-2311  
**Email:** [munifedback@sfmta.com](mailto:munifedback@sfmta.com)  
**Website:** [sfmta.com](http://sfmta.com)



**CALTRAIN**  
**Phone Number:** (800)660-4287  
**Email:** [Online Contact Form](#)  
**Website:** [caltrain.com](http://caltrain.com)



**GOLDEN GATE TRANSIT**  
**Phone Number:** (415)455-2000  
**Email:** [contact@goldengate.org](mailto:contact@goldengate.org)  
**Website:** [goldengate.org](http://goldengate.org)



**SF BAY FERRY**  
**Phone Number:** (877)643-3779  
**Email:** [Online Contact Form](#)  
**Website:** [sfbayferry.com](http://sfbayferry.com)



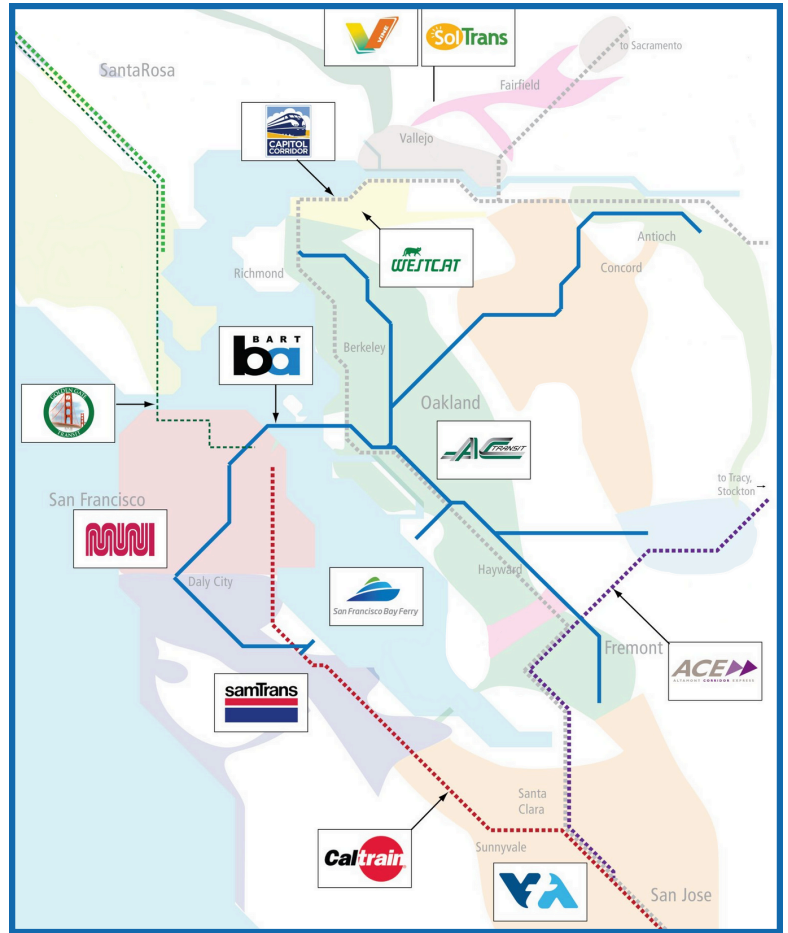
**SAMTRANS**  
**Phone Number:** (800)660-4287  
**Email:** [Online Contact Form](#)  
**Website:** [samtrans.com](http://samtrans.com)



**AC TRANSIT**  
**Phone Number:** (510)891-4777  
**Email:** [rideact@actransit.org](mailto:rideact@actransit.org)  
**Website:** [actransit.org](http://actransit.org)



**VTA**  
**Phone Number:** (408)321-2300  
**Email:** [customer.service@vta.org](mailto:customer.service@vta.org)  
**Website:** [vta.org](http://vta.org)



\*Photo courtesy of [Seamless Bay Area](#)

## ARRIVE IN SAN FRANCISCO FROM SURROUNDING COUNTIES

Transportation agencies that connect and bring commuters into San Francisco

<u>County</u>	<u>Agency</u>
Alameda	AC Transit, BART, SF Bay Ferry
Contra Costa	AC Transit, BART, WestCAT
Marin	Golden Gate Transit
San Francisco	SFMTA/MUNI
San Mateo	BART, Caltrain, SamTrans
Santa Clara	BART, Caltrain, VTA
Solano	SF Bay Ferry
Sonoma	Golden Gate Transit
Napa	SF Bay Ferry, Vine

Visit [tmasfconnects.org](http://tmasfconnects.org) for additional resources.

# ADDITIONAL TRANSIT RESOURCES

Read below for additional transportation services offered in San Francisco.

Service	Phone Number	Email	Website
Caltrans	(510)286-4444	<a href="mailto:caltrans_d4@dot.ca.gov">caltrans_d4@dot.ca.gov</a>	<a href="http://dot.ca.gov">dot.ca.gov</a>
Clipper	(877)878-8883	<a href="mailto:custserv@clippercard.com">custserv@clippercard.com</a>	<a href="http://clippercard.com">clippercard.com</a>
Fastrak	(877)229-8655	<a href="#">Online Contact Form</a>	<a href="http://bayareafastrak.org">bayareafastrak.org</a>
Walk SF	(415)431-9255	<a href="mailto:info@walksf.org">info@walksf.org</a>	<a href="http://walkSF.org">walkSF.org</a>
SF Bike Coalition	(415)431-2453	<a href="mailto:info@sfbike.org">info@sfbike.org</a>	<a href="http://sfbike.org">sfbike.org</a>
Spot Hero	(844)324-7768	<a href="#">Online Contact Form</a>	<a href="http://spothero.com">spothero.com</a>
511 Carpool	511	<a href="mailto:support@merge.511.org">support@merge.511.org</a>	<a href="http://511.org/carpool">511.org/carpool</a>
Metropolitan Transportation Commission	(415)778-6700	<a href="mailto:info@bayareametro.gov">info@bayareametro.gov</a>	<a href="http://mtc.ca.gov">mtc.ca.gov</a>
SF Taxi Directory		<a href="http://sfmta.com/getting-around/taxi/directory">sfmta.com/getting-around/taxi/directory</a>	

## NOTES & REMINDERS

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SCAN HERE FOR MORE INFO