



Know Your Emergency Alerts and Notifications

socoemergency.org/get-ready/sign-up/socoalert

The City of Santa Rosa uses multiple notification and warning systems to make sure emergency alerts are delivered to the people who need to know. Make sure you have more than one way to receive alerts and warnings. To know what's going on, sign up to receive alerts from several agencies who will send notifications when conditions are or may be threatening your safety. Emergencies may include wildfires, earthquakes, power outages, and severe weather warnings. The County of Sonoma **strongly recommends** subscribing to **both SoCoAlert and CivicReady**.

- **Emergency Alert System (“EAS”)** – This is a national warning system that will interrupt local broadcast TV and radio programming when there is a large-scale emergency. On a smart phone in settings under Notifications, turn on Emergency Alerts. No registration is required.
- **Wireless Emergency Alerts (“WEA”)** – Urgent alerts are sent as text-like messages to any phone within an area at risk. Most mobile phones have the default setting of receiving WEA so make sure your phone does. No registration required.
- **SoCoAlerts** - SoCoAlert is still Santa Rosa's primary emergency alerting system for large-scale emergencies. Receive alerts through landlines, cell phones, or email about imminent threats in specific areas. You don't have to be in the location of the emergency to receive the alert. Must register at socoalert.com OR call (866) 939-0911 (press “2” at the menu). socoemergency.org/get-ready/sign-up/socoalert
- **CivicReady** - The City of Santa Rosa's police and fire departments can send you public safety alerts, press releases, and information notifications via text message, email, or voice mail (in extreme cases), based on your preferences. Must register online. More info about CivicReady is here: www.srcity.org/3796/CivicReady. Go to srcity.myfreealerts.com and click on the “Sign Up” button to complete the registration form. Select to receive “Public Safety Alerts” and/or “Public Safety News” from both the police and fire departments.

- **Nixle** - CivicReady has replaced Nixle for Santa Rosa only. Nixle may still be useful for emergencies coming from Napa. You must register at nixle.com or text a Napa zip code to 888-777.
- **Local Radio & TV** – The City of Santa Rosa communicates with local news broadcasters to provide updates during an emergency. Know what local radio you should listen to, so you know where the fire is, and then follow evacuation instructions. *Listen to fire officials.* Local Radio: 1350 AM, 103.5 FM, 100.1 F, 98.7 FM, or 89.1 FM (Bilingual/Spanish).
- **Hi/Lo Sirens** – Santa Rosa police cars and fire department vehicles are outfitted with new Hi/Lo sirens, a different sound than traditional sirens. This European-style, 2-tone siren will only be used in an emergency to alert residents within specific areas of the need to evacuate. Watch a [brief video](#) with the sound turned "on" to hear the Hi/Lo siren.
- **NOAA Weather Radio** – This is a low-cost home alerting tool that can be remotely activated by the National Weather Service (NWS) to broadcast life-saving warnings issued by first responders. NWRs include battery backups. Sonoma County residents must tune their NWR to frequency **162.475**. Radios furnished by the City of Santa Rosa are pre-programmed to this frequency.
- **CAL Fire** – Get the latest updates on fire incidents in California – [click here](#). For more information on signing up for Sonoma County alerts, [click here](#).
- **Phone Apps:**
 - **PulsePoint:** This is a 911-connected app that sends alerts on events that are being responded to by fire departments and emergency medical services. They are sent while dispatchers are sending the calls, so the information is in real time.
 - **Watch Duty:** This app provides real-time information about nearby fires, fire movement, and firefighting efforts. It even includes photos of the fires when available.
 - **MyShake:** MyShake is an earthquake app developed by the University of California, Berkeley. It takes advantage of the ShakeAlert system created by the USGS. This app was made specifically with the West Coast in mind, a region frequently susceptible to earthquakes. When an earthquake is about to happen,

the app uses a loud voice alert telling you to "Drop, cover, and hold on." These are time-sensitive notifications, so the app will notify you even if your phone is silent or you have a focus mode turned on.

- **PG&E's Public Safety Power Shutoff Program (PSPS):**

If extreme fire danger conditions threaten a portion of the electric system serving Santa Rosa, PG&E may proactively turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff, or PSPS.

PG&E's goal is to send outage alerts to customers at 48 hours, 24 hours and just prior to shutting off power. They will notify people via automated calls, texts, and emails. *You must register your contact information with PG&E at power shutoff alerts or call 1- 866-743-6589. www.pge.com/en/account/manage-my-account.html*

This "Oakmont Ready Tip" is based on these City of Santa Rosa websites: <http://srcity.org/Emergency> and <https://srcity.org/3123/Know-Your-Alerts>.