

>**Landline telephone** users dial 9-1-1 to report all emergencies

>**Cellular phone** users dial these seven digit numbers to report an emergency when in the following cities in Santa Clara County:

Campbell	408 378-8161
Cupertino	408 299-3233
Gilroy	408 846-0350
Los Altos	650 947-2779
Los Altos Hills	408 299-3233
Los Gatos	408 354-8600
Milpitas	408 263-1212 Police 408 998-7212 Fire
Monte Sereno	408 354-8600
Morgan Hill	408 779-2101
Mt. View	650 968-1662
Palo Alto	650 470-1258
San Jose	408 277-8911
San Martin	408 299-3233
Santa Clara	408 296-2236 Police 408 296-1515 Fire
Saratoga	408 299-3233
Sunnyvale	408 736-6244
Unincorporated	408 299-3233

## HOW TO REPORT AN EMERGENCY

- Speak slowly and clearly
- State your name, location of the emergency and telephone number
- Describe the emergency
  - What happened?
  - Where did it happen?
  - Who is involved?
  - Stay on the phone.



PREPARE  
FOR EMERGENCIES

BE AWARE  
OF YOUR SURROUNDINGS

TAKE ACTION TO PROTECT  
YOURSELF AND OTHERS

# Telephone Tips

## DURING AN EMERGENCY



Prepare  
Be Aware  
Take Action

City of Cupertino  
OFFICE OF EMERGENCY SERVICES  
408 777-3335  
[www.cupertino.org/emergency](http://www.cupertino.org/emergency)





## DURING AN EARTHQUAKE

### *To help reduce the strain on the phone system:*

- **Stay off the phone** unless you have a life threatening emergency. For general information about the earthquake, turn on a battery operated radio.
- Put landline telephone receivers shaken off the hook back in their cradle immediately.
- If you do have an emergency and can't get a dial tone, **don't click the receiver**. When you pick up the phone, your call request goes into a queue. Each time you click the receiver, you go back to the end of the line. If a dial tone is not received within 60 seconds, the system may be overwhelmed. *Be sure to know life saving techniques.*

*If power is out, cordless telephones will not work. Keep a backup phone available to plug directly into the phone jack.*

Telephone lines are designed to handle 10% phone use at any given time. Once phone use exceeds 10%, the system is overwhelmed and local call service can be suspended. That means 9-1-1 calls won't be available! Long distance calls will be easier to make so arrange an **out of area contact** where loved ones can check in and receive messages.

**Pay phone service** is restored before residential service. Calling 9-1-1 from a pay phone is a free call.

**TEXT!** Text messaging will impact the phone system less than dialing. Try texting friends first!

**Many cellular phone** calls must travel through regular phone lines to connect. So the same rules apply – use only for life threatening emergencies. *Calling 9-1-1 from a cellular phone may connect you to the wrong emergency dispatch center and can cause delays in emergency response.* Know your local seven digit emergency number to call directly to your 9-1-1 center.

**The seven digit emergency phone number for Cupertino is:**

**408 299-3233**

## PREPARE FOR ALL EMERGENCIES

- **Enroll in Personal Emergency Preparedness training**
- Make copies of important personal/business documents and store them in a safe place.
- Identify an **out of state** contact person so family and friends can communicate with you during an emergency.
- Develop an emergency plan.
  - Plan for a meeting place if you cannot go home.
  - Discuss what children should do if at school. Coordinate with neighbors for pick-up if children who attend the same school and list them on school emergency form.
  - Assemble emergency supplies for 3-7 days, including prescription medicines, eyeglasses, First Aid Kit, battery operated radio & flashlight, food & water.
  - Learn how to locate and shut-off (if necessary) electricity, water and gas.
- **Organize your neighborhood!**
  - Discuss Emergency Preparedness
  - Contact the Office of Emergency Services for assistance!

