STORM/EMERGENCY FAQs

- **Who do I call when there is a flood or storm drain that is affecting public drains and roads?**
  Police Dispatch handles emergency calls and will contact Public Works to take care of the situation; and they can be reached at 792-4611. This number is manned 24/7 so after hour calls will be dispatched to standby Public Works personnel to respond.

- **Who do I call for a tree that has fallen?**
  For public trees such as those in a public park, contact Police Dispatch at 792-4611. Residents are responsible for fallen private trees. Public Works may deal with fallen private trees to the extent that the City right-of-way is cleared for transportation and safe to the public. If the tree has fallen onto a public street, contact 792-4611 and Public Works will be dispatched to the site.

- **What if the storm water enters my private property? Will the City provide sand bags?**
  The City will occasionally provide sand and sand bags as needed in advance of a storm event at its Corporation Yard, located at 1 Trebino Ct. off of Blodgett St., on a first come first serve basis until the supplies run out. There is a limit of 10 bags per resident, and proof of residency is required. The City will send out a Nixle alert to give notification that the sand bag station at the Corp. Yard has been opened. Bags can also be obtained from local hardware and landscaping stores. The City does not deliver or place sand bags on private property.

- **I live in the County but very close to City limits. Who should I call for flood issues?**
  If your property is in the County, please call the Sonoma County Department of Emergency Services Hotline: (707) 565-3856.

- **There is a downed power line in front of my house. Who should I call?**
  Call 911. In the event of a non-emergency PG&E related incident, call (800) 743-5000 to speak with a PG&E representative who will give the necessary advice and/or help to deal with your situation.

- **I can't get out of my driveway because of flooded streets.**
  Do not attempt to drive through flood waters. Contact Police Dispatch at 792-4611 and

notify them of the flooded street. If it is a life threatening situation call 911. For County road closure information call (707) 565-2237.

- **Website Resource:** Flood forecast and emergency information is available at: https://www.sonomawater.org/flood-forecast-and-emergency-information
- **What Can I do ahead of the Storms to Prepare?** El Nino is only predictor of higher than normal annual rainfall. Where the rain falls, and at what intensity, nobody can predict with weather models. Here are a few things you can do to be better prepared in the event of a strong storm:
  - Stay informed! Track the 7 day weather forecast, as this is a much clearer picture of actual short term anticipated rainfall. You can follow this at the National Weather Service webpage or Facebook page at:
    - NWS Facebook: https://www.facebook.com/NWSBayArea/?fref=ts
    - Or on the NWS Website: http://www.wrh.noaa.gov/mtr/
    - The City will be updating residents via Nixle, which can be sent by text message or email. You can sign up for the City's Nixle alert at: http://www.nixle.com/city/ca/cotati/
  - There are also good resources at both Cal OES and Sonoma County Emergency Services, which you can find at: http://caloes.ca.gov
  - If you have known flooding issues on your property, purchase sandbags and sand ahead of time and place them nearby. The City may have sandbags available during a storm event, but you are responsible for filling them and getting them to your property.
- If there is flooding, you should call the Police at 792-4611, and they can dispatch emergency services to assist in evacuation and/or Public Works if there are issues related to street flooding or the City's storm drain system. They can also contact the Sonoma County Water Agency with regard to flooding in the creeks. The City, Rancho Adobe Fire District, and Rohnert Park have been coordinating on potential flood responses, and will open the joint Emergency Operations Center if warranted.