

Emergency Preparedness Factsheet

The Emergency Preparedness Factsheet is designed to help East Bay Paratransit Customers prepare for an emergency, such as fire, earthquake, or regional disaster.

Start Here

- For life threatening emergencies: Call 911
- To get regularly recorded updated information during an emergency involving East Bay Paratransit, call (510) 899-7653, or go to our website, eastbayparatransit.org.
- In an emergency, East Bay Paratransit's regular phone line (510) 287-5000 will be very busy. Please be patient and call the recorded line, (510) 899-7653, for system-wide updates.

How We Prepare for an Emergency

- **Resources:** All Paratransit vehicles have emergency kits, water, and supplies. Back-up generators and additional supplies are set up at our Paratransit main office and at pre-designated safe locations.
- **Training:** Our drivers and staff have been trained on emergency procedures. We hold simulated emergency exercises to practice what we have learned and make improvements.
- **Networking:** During an emergency, our emergency operations center (EOC) is activated, which is our headquarters for reaching out to drivers, riders and other emergency resource agencies. We connect with them to share resources, updates, and information.

Frequently Asked Questions

Q. What if I am on board an East Bay Paratransit vehicle during an emergency?

A. The driver will check on the condition of the passengers. Next, the driver will check the vehicle and road conditions to make sure it is safe to continue driving. Passenger safety is our drivers' priority.

Q. Will my driver take me home?

A. During a major emergency, if it is safe, the driver will attempt to take you home or to your alternate drop-off destination. Depending on safety conditions and concerns you may be taken to a pre-designated safe location.

Q. How will my driver know what to do?

A. The drivers go through extensive emergency training. If the driver is not able to continue on your route or needs assistance, the driver will call dispatch or refer to their printed instructions.

Q. What if I have been dropped off at my destination and I need a return trip?

A. First check the East Bay Paratransit emergency recorded number, (510) 899-7653 for announcements about the status of service. If you've been dropped off, we will send a vehicle as soon as we can.

Q. What if I am at home waiting for a ride?

A. Call the emergency number (510- 899-7653) for recorded updates, or go to East Bay Paratransit's website, eastbayparatransit.org. Your ride may be cancelled due to emergency conditions.

Q. What if I have a Standing Order?

A. Your Standing Order trip will be cancelled during the emergency. If your Standing Order is medically necessary (i.e., chemotherapy or dialysis), you will need to call to reschedule. Please make sure your facility is open and available for your appointment.

Your Plan

Be prepared for any emergency by creating an emergency kit for your home. Here are some items to get you started:

- ✓ Water - At least one gallon per person, per day for a minimum of three (3) days for drinking and sanitation
- ✓ Food - A minimum of three (3) days of supplies of non-perishable food for each person
- ✓ Phone, phone charger, and back up batteries
- ✓ Radio - Battery-powered or hand-crank radio and extra batteries
- ✓ Flashlight & extra batteries
- ✓ Copy of ID, emergency contact information, and important papers
- ✓ Moist towelettes, garbage bags, and plastic ties
- ✓ Personal hygiene supplies - Soap, toothbrush, toothpaste, hand sanitizer, etc.

- ✓ First Aid Kit - Band aids, disposable gloves, instant cold pack, gauze, elastic bandages, tweezers, thermometer, scissors, emergency blanket, Advil, Tylenol, dusk masks, etc.
- ✓ Prescription medicines
- ✓ Whistle to signal for help
- ✓ Wrench and/or pliers to turn off utilities
- ✓ Comfort items - Books, paper and pen, cards, etc.
- ✓ Pet's supplies - Leash, food, water, carrier, medications

Include the following additional items as necessary:

- ✓ Assistive Devices - Manual wheelchair (including extra cushion, tire repair kit), walkers, canes, hearing aids devices, contact lenses/glasses, service/guide dogs, etc.
- ✓ Food for specific dietary needs – Gluten free food, non-dairy drinks, nut-free, shellfish free, pet food (service, guide dogs), water, etc.
- ✓ Diabetic supplies: Insulin, syringes, etc.

Additional Information - Emergency Resources

- Alameda County Emergency – www.acgov.org/emergencysite
- Contra Costa County Emergency Information – www.co.contra-costa.ca.us/158/Emergency-Services
- Santa Clara Emergency Management - <https://oem.santaclaracounty.gov/home>
- San Francisco County Emergency - <https://www.sf.gov/departments--department-emergency-management>
- San Mateo County Emergency Management - <https://www.smcgov.org/dem/smc-alert>
- American Red Cross – <https://www.redcross.org/>
- Federal Emergency Management Agency (FEMA) – www.fema.gov
- 2-1-1 is a free phone number and online database that connects Californias to health and human services programs, joblessness support, and disaster response, <https://211ca.org/>

Your Emergency Contact Information

Please fill out the information below and keep this page with you as reference when you are riding paratransit, so your driver can better assist you. Include a copy of your medical card and list of medications and medical needs.

Your Information

Full Name: _____
Home Address: _____
Home Phone: _____
Cell Phone: _____
Email Address: _____

Primary Emergency Contact Information:

Full Name: _____
Home Address: _____
Home Phone: _____
Cell Phone: _____
Email Address: _____

Secondary Emergency Contact Information:

Full Name: _____
Home Address: _____
Home Phone: _____
Cell Phone: _____
Email Address: _____

Your Medical Information (voluntary disclosure)

Medical Conditions: _____
Medical Equipment (wheelchair, scooter, white cane, etc.): _____
Allergies (Food, medication, insects, etc.): _____
Primary care physician contact information: _____
Health insurance provider and policy number: _____