



# 2022 Emergency Resource Guide



## Emergency Resources

**Call or Text 911** | To Report an EMERGENCY | <https://www.911.gov/>

**Call 311** | For City Services and Questions | <https://sf311.org/>

**Call 211** | Health and Human Resources | <https://www.211.org/>

**Call 511** | Updates on SF Bay Transit Agencies | <https://511.org/>

**Alert SF:** Text-based message system that will send alerts and information in the case of a natural disaster, emergency, or transportation disruptions to all mobile subscribers.





# San Francisco First Responders

**San Francisco California Highway Patrol** (415) 557-1094  
455 8th Street, San Francisco CA 94103

**San Francisco Department of Emergency Management** (415) 558-3800  
1011 Turk Street San Francisco, CA 94102

**San Francisco Fire Department** (415) 558-3200  
698 2nd Street, San Francisco, CA 94107

**San Francisco Police Department** (415) 553-0123  
1245 3rd Street, San Francisco, CA 94158

**San Francisco Sheriff's Department** (415) 554-7225  
City Hall, Room 456 1 Dr. Carlton B. Goodlett Place,  
San Francisco, CA 94102

# Resources for Transit Agencies

CALTRANS - California Department of Transportation <https://dot.ca.gov/>  
(916) 654-5266

Transit Agency	Emergency Phone	Phone Number	Email
AC Transit	511	(510) 891-4777	<a href="mailto:rideact@actransit.org">rideact@actransit.org</a>
BART	(510) 464-7000	(510) 464-6000	<a href="mailto:barttic@bart.gov">barttic@bart.gov</a>
Caltrain	(877) 723-7245	(800) 660-4287	Online Contact Form
Golden Gate Transit	511	(415) 455-2000	<a href="mailto:contact@goldengate.org">contact@goldengate.org</a>
Golden Gate Ferry	511	(415) 455-2000	<a href="mailto:contact@goldengate.org">contact@goldengate.org</a>
SamTrans	(877) 723-7245	(800) 660-4287	Online Contact Form
SF Bay Ferry	511	(877) 643-3779	Online Contact Form
SFMTA/ MUNI	(415) 553-8090	(415) 701-2311	<a href="mailto:munifeedback@sfmta.com">munifeedback@sfmta.com</a>
WestCAT	911	(510) 724-7993	<a href="mailto:info@westcat.org">info@westcat.org</a>





# To Arrive in San Francisco from counties around the Bay Area

## County

Alameda  
Contra Costa  
Marin  
San Francisco  
San Mateo  
Santa Clara  
Solano  
Sonoma

## Agency

AC Transit, BART, SF Bay Ferry  
AC Transit, BART, WestCAT  
Golden Gate Transit  
SFMTA  
BART, Caltrain, SamTrans  
BART  
SF Bay Ferry  
Golden Gate Transit

## Other Regional Transit

### Agency

ACE  
Napa County VINE  
Capitol Corridor

### Connects to:

BART, AC Transit, Caltrain  
Napa, Vallejo Ferry, El Cerrito Del Norte BART  
BART, Caltrain, VTA

## Other Transportation Resources

Down below are resources for other transportation services in San Francisco.

Service	Website	Phone Number	Email
Clipper	<a href="http://clippercard.com">clippercard.com</a>	(877) 878-8883	<a href="mailto:custserv@clippercard.com">custserv@clippercard.com</a>
Fastrak	<a href="http://bayareafastrak.org">bayareafastrak.org</a>	(877) 229-8655	Online Contact Form
Walk SF	<a href="http://walkSF.org">walkSF.org</a>	(415) 431-9255	<a href="mailto:info@walksf.org">info@walksf.org</a>
SF Bike Coalition	<a href="http://sfbike.org">sfbike.org</a>	(415) 431-2453	<a href="mailto:info@sfbike.org">info@sfbike.org</a>
Spot Hero	<a href="http://spothero.com">spothero.com</a>	(844) 324-7768	Online Contact Form
Toll Authority SF	<a href="http://mtc.ca.gov">mtc.ca.gov</a>	(415) 778-6700	<a href="mailto:info@bayareametro.gov">info@bayareametro.gov</a>
511 Carpool	<a href="http://511.org">511.org</a>	511	<a href="mailto:support@merge.511.org">support@merge.511.org</a>





# Weather Emergency Information

If you have questions or want to report a non-emergency, call the San Francisco 24-hour hotline at **311** or **415-701-2311** if calling from outside San Francisco or visit their website at <https://sf311.org/home> for additional information.

## PG&E:

- **Report an outage:** 1-800-468-4743
- Monday-Friday 7AM-7:30PM, Saturday 7AM-4:30PM
- **24hr Customer Service:** 1-800-743-5000
- **24hr Power Outage Information:** 1-800-743-5002

# Public Health Emergencies

## California All

- Get the latest updates on COVID-19 Safety Measures
- **Website:** <https://covid19.ca.gov/>
- **COVID-19 Hotline:** 1-833-422-4255

## CDC Emergency Preparedness & Response Site

- Main source of resources and information to prepare for public health emergencies
- **Website:** <https://emergency.cdc.gov/>
- **Phone:** 1-800-CDC-INFO | 1-800-232-4636

# San Francisco News Stations

## Radio Station:

**ABC7/KGO:** 810AM

**KCBS:** 740 AM or 106.9FM

**Media:** KRON4, KCBS, KGO, FOX KTVU, NBC Bay Area, SF Gate

