



# City of Los Altos

## MEMORANDUM

**DATE:** June 10, 2025  
**TO:** City Council  
**FROM:** Jon Maginot, Assistant City Manager  
**SUBJECT: EMERGENCY PREPAREDNESS AND RESPONSE: A CITY CHECKLIST**

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In Spring 2025, the City Council requested an update on the City's Emergency Preparedness efforts. In particular, Vice Mayor Fligor referred to a document provided by the League of California Cities entitled "Emergency Preparedness and Response: A City Checklist" (attached). This memo will address the points listed in the checklist.

- Create a reverse 911 communication system – **Completed**
- Ensure City communication channels are set up with multiple staff who can access accounts – **Completed**
- Prepare any emergency communications to be date and time stamped – **Completed (communications sent through social media and/or the City's website have this information included)**
- Form and train an Emergency Operations Center (EOC) – **Completed (though training is to be conducted periodically)**
- Coordinate with neighboring cities on mutual aid system – **Completed**
- Prepare City emergency contracts in advance to support with recovery reimbursement under FEMA – **Yet to be done**

In addition, the checklist from CalCities highlights items that to be done at the individual and community level. The City encourages individuals to take the actions recommended to prepare themselves for an emergency. The City continues to work with its community partners, in particular Resilient Los Altos, to accomplish the community level recommendations.

**Attachment:** CalCities memo "Emergency Preparedness and Response: A City Checklist"

# Emergency Preparedness and Response: A City Checklist

The following Emergency Preparedness and Response Checklist provides essential information and resources to ensure cities are prepared for future disasters and can rapidly respond during emergencies. The checklist is separated into three levels: individual, city, and community. This approach helps city officials and staff prepared themselves for emergencies, but also to help train city staff and community members for how to be ready for the next disaster or emergency that may impact their home.

## Individual Level:

- ☐ Have a 'Go-Bag' ready for yourself with an emergency supply kit
- ☐ Make sure you have emergency supplies at home, including food and water
- ☐ Make sure your family and coworkers have a 'Go-Bag' ready
- ☐ Ensure you and your family sign up for Emergency Alerts
- ☐ Ensure you talk with your family about your Emergency Plan

## City Level:

- ☐ Create a reverse 911 communication system for your city (*a system to send automated calls, text, or emails related to emergencies*)
- ☐ Ensure city communication channels (social media, website, email distribution) are set up with multiple staff who can access accounts swiftly to communicate with community members during emergencies or disasters
- ☐ Prepare any emergency communications to be date and time stamped
- ☐ Form and train an Emergency Operations Center (EOC) within your city and cross train with neighboring cities
- ☐ Coordinate with neighboring cities and Council of Governments on mutual aid system, shelter locations, and community resource centers for disasters
- ☐ Prepare city emergency contracts in advance to support with recovery reimbursement under FEMA (*existing contracts are eligible for reimbursement*)

## Community level:

- ☐ Hold regular educational trainings or workshops with community members regarding the types of disasters that may impact your community
- ☐ Provide community members with information on how to prepare and respond to emergency alerts and communication from your city
- ☐ Educate community members about the need for home or property insurance
- ☐ Form, engage, and train Community Emergency Response Teams (CERTs) before emergencies or disasters strike
- ☐ Work with CERTs to formally become a 501(c)(3) non-profit organization so they can leverage preparedness and disaster response/recovery grant funding

## Additional Resources:

- Individual 'Go-Bag' [Emergency Supply Kit Checklist](#)
- Additional [Emergency Supply Kit Resources](#)
- Emergency [Plan Information](#)
- Emergency [Alert Information](#)
- FEMA Guide to [Disaster-Specific Emergency Alerts](#)
- CALFIRE Evacuation [Guidelines](#)
- FEMA Evacuation [Information](#)