

# EMERGENCY RESOURCE GUIDE

Each year, TMASF Connects staff prepares an Emergency Resource Guide (ERG) for our member buildings.

The purpose of this guide is to provide written and electronic resources for property management members in the event of an emergency.

This guide has been significantly expanded to include resources for news, finding a vehicle, weather, fire and other natural disasters.

It is not intended to be a complete guide to all resource. It is representative of public services and information that are available as of this writing. Information services frequently change and this guide is a snapshot of local and available resources.

We encourage all members to know their local resources and keep a printed guide on hand.

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# 2023 MEMBER LIST

275 Battery	405 Howard	505 Montgomery
750 Battery	500 Howard	555 Montgomery
185 Berry (Berry Building)	505 Howard	655 Montgomery
185 Berry (Wharfside)	875 Howard	33 New Montgomery
333 Brannan	88 Kearny	90 New Montgomery
345 Brannan	222 Kearny	235 Pine
505 Brannan	One Market	One Post
333 Bush	333 Market	350 Rhode Island
One California	388 Market	353 Sacramento
101 California	455 Market	One Sansome
150 California	685 Market	343 Sansome
345 California	799 Market	475 Sansome
550 California	800 Market	55 Second
580 California	901 Market	101 Second
600 California	1155 Market	222 Second
300 Clay (One Maritime Plaza)	101 Mission	303 Second
77 Federal	123 Mission	501 Second
Ferry Building	201 Mission	101 Spear (Rincon Center)
201 Filbert	350 Mission (Salesforce East)	160 Spear
100 First	415 Mission (Salesforce Tower)	201 Spear
22 Fourth	535 Mission	345 Spear
50 Fremont (Salesforce West)	555 Mission	49 Stevenson
199 Fremont	560 Mission	71 Stevenson
601 Gateway	One Montgomery	550 Terry Francois
600 Harrison	250 Montgomery	665 Third
75 Hawthorne	420 Montgomery	260 Townsend
400 Howard	456 Montgomery	510 Townsend

# EMERGENCY RESOURCES


<b>FOR EMERGENCIES</b>	CALL 911	<a href="https://www.911.gov/">https://www.911.gov/</a>
<b>FOR CITY SERVICES &amp; QUESTIONS</b>	CALL 311	<a href="https://sf311.org/">https://sf311.org/</a>
<b>FOR HEALTH AND HUMAN RESOURCES</b>	CALL 211	<a href="https://www.211.org/">https://www.211.org/</a>
<b>FOR UPDATES ON BAY AREA TRANSIT AGENCIES</b>	CALL 511	<a href="https://511.org/">https://511.org/</a>


For information on traffic, transit, carpooling, vanpooling, or bicycling call 511 or visit [511.org](https://511.org/). Available in the Bay Area's nine counties, and accessible 24 hours a day, 7 days a week.


# SAN FRANCISCO **FIRST** RESPONDERS


AGENCY	ADDRESS	PHONE NUMBER
<a href="#"><u>Department of Emergency Management</u></a>	1011 Turk Street San Francisco, CA 94102	(415) 558-3800
<a href="#"><u>Fire Department</u></a>	698 2nd Street San Francisco, CA 94107	(415) 558-3200
<a href="#"><u>Sheriff's Department</u></a>	City Hall, Room 456 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102	(415) 554-7225
<a href="#"><u>Police Department</u></a>	1245 3rd Street San Francisco, CA 94158	(415) 553-0123
<a href="#"><u>California Highway Patrol</u></a>	455 8th Street San Francisco CA 94103	(415) 557-1094


# PUBLIC TRANSPORTATION CONTACTS

 <b>AC TRANSIT</b>	<b>Phone Number:</b> (510) 891-4777 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="mailto:rideact@actransit.org">rideact@actransit.org</a> <b>Website:</b> <a href="http://actransit.org">actransit.org</a>
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 <b>ACE RAIL</b>	<b>Phone Number:</b> (800) 411-7245 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="#">Online Contact Form</a> <b>Website:</b> <a href="http://acerail.com/">acerail.com/</a>
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 <b>BART</b>	<b>Phone Number:</b> (510) 464-6000 <b>Emergency Phone:</b> (510) 464-7000	<b>Email:</b> <a href="mailto:bartic@bart.gov">bartic@bart.gov</a> <b>Website:</b> <a href="http://bart.gov">bart.gov</a>
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 <b>CALTRAIN</b>	<b>Phone Number:</b> (800) 660-4287 <b>Emergency Phone:</b> (877) 723-7245	<b>Email:</b> <a href="#">Online Contact Form</a> <b>Website:</b> <a href="http://caltrain.com">caltrain.com</a>
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 <b>CAPITOL CORRIDOR</b>	<b>Phone Number:</b> (510)839-2220 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="#">Online Contact Form</a> <b>Website:</b> <a href="http://capitolcorridor.org">capitolcorridor.org</a>
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 <b>GOLDEN GATE FERRY</b>	<b>Phone Number:</b> (415) 455-2000 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="mailto:contact@goldengate.org">contact@goldengate.org</a> <b>Website:</b> <a href="http://goldengate.org">goldengate.org</a>
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 <b>GOLDEN GATE TRANSIT</b>	<b>Phone Number:</b> (415) 455-2000 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="mailto:contact@goldengate.org">contact@goldengate.org</a> <b>Website:</b> <a href="http://goldengate.org">goldengate.org</a>
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*If you are on public transportation and have an emergency, please dial 911.*

# PUBLIC TRANSPORTATION CONTACTS

 <b>SFMTA/MUNI</b>	<b>Phone Number:</b> (415) 701-2311 <b>Emergency Phone:</b> (415) 553-8090	<b>Email:</b> <a href="mailto:munifeedback@sfmta.com">munifeedback@sfmta.com</a> <b>Website:</b> <a href="http://sfmta.com">sfmta.com</a>
 <b>SOLTRANS</b>	<b>Phone Number:</b> (707) 648-4666 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="#">Online Contact Form</a> <b>Website:</b> <a href="http://soltrans.org">soltrans.org</a>
 <i>San Francisco Bay Ferry</i>	<b>Phone Number:</b> (877) 643-3779 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="#">Online Contact Form</a> <b>Website:</b> <a href="http://sanfranciscobayferry.com">sanfranciscobayferry.com</a>
 <b>SAMTRANS</b>	<b>Phone Number:</b> (800) 660-4287 <b>Emergency Phone:</b> (877) 723-7245	<b>Email:</b> <a href="#">Online Contact Form</a> <b>Website:</b> <a href="http://samtrans.com">samtrans.com</a>
 <b>VALLEY TRANSPORTATION AUTHORITY</b>	<b>Phone Number:</b> (408) 321-2300 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="mailto:customer.service@vta.org">customer.service@vta.org</a> <b>Website:</b> <a href="http://vta.org">vta.org</a>
 <b>VINE TRANSIT</b>	<b>Phone Number:</b> (707) 251-2800 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="#">Online Contact Form</a> <b>Website:</b> <a href="http://vinetransit.com">vinetransit.com</a>
 <b>WESTCAT</b>	<b>Phone Number:</b> (510) 724-7993 <b>Emergency Phone:</b> 911	<b>Email:</b> <a href="mailto:info@westcat.org">info@westcat.org</a> <b>Website:</b> <a href="http://westcat.org">westcat.org</a>

# ARRIVE IN SF FROM SURROUNDING COUNTIES

Transportation agencies that connect and bring commuters into San Francisco



\*Photo courtesy of [Seamless Bay Area](#)

COUNTY	AGENCY
<a href="#">Alameda</a>	AC Transit, BART, SF Bay Ferry
<a href="#">Contra Costa</a>	AC Transit, BART, WestCAT (LYNX)
<a href="#">Marin</a>	Golden Gate Transit
<a href="#">Napa</a>	VINE to SF Bay Ferry (Vallejo)
<a href="#">San Mateo</a>	BART, Caltrain, SamTrans
<a href="#">Santa Clara</a>	VTA to BART, Caltrain
<a href="#">Solano</a>	SolTrans to BART, SF Bay Ferry
<a href="#">Sonoma</a>	Golden Gate Transit

\*The counties are linked to their respective Emergency Services Page

# COMMUTE RESOURCES


Service	Website	Phone Number	Email
Caltrans	<a href="http://dot.ca.gov">dot.ca.gov</a>	(510) 286-4444	<a href="mailto:caltrans_d4@dot.ca.gov">caltrans_d4@dot.ca.gov</a>
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	<a href="#">Online Contact Form</a>
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	<a href="#">Online Contact Form</a>
511 Carpool	<a href="http://511.org/carpool">511.org/carpool</a>	511	<a href="mailto:support@merge.511.org">support@merge.511.org</a>
Metropolitan Transportation Commission	<a href="http://mtc.ca.gov">mtc.ca.gov</a>	(415) 778-6700	<a href="mailto:info@bayareametro.gov">info@bayareametro.gov</a>


# RIDE & CAR SHARING RESOURCES

*Below are Ride & Car Sharing Services available in the Bay Area.*

AGENCY	WEBSITE
<b>RIDE-HAILING</b>	<p>Request an Uber or Lyft Ride to and from San Francisco</p> <ul style="list-style-type: none"> <li>For an Uber Ride visit: <a href="http://uber.com/global/en/cities/san-francisco/">uber.com/global/en/cities/san-francisco/</a></li> <li>For a Lyft Ride visit: <a href="http://lyft.com/rider/cities/san-francisco-ca">lyft.com/rider/cities/san-francisco-ca</a></li> </ul>
<b>TAXI</b>	<p>To view a list of taxis available in San Francisco, please visit <a href="http://sfmta.com/getting-around/taxi/directory">sfmta.com/getting-around/taxi/directory</a>.</p>
<b>CAR SHARING</b>	<p>Car sharing is an inexpensive and accessible method to move around the city; visit <a href="http://www.sfmta.com/getting-around/drive-park/car-share">www.sfmta.com/getting-around/drive-park/car-share</a> to discover Car Share services available in San Francisco.</p>

# WEATHER EMERGENCY RESOURCES

<b>UTILITIES</b>	<p><b>San Francisco Public Utilities Commission (SFPUC)</b></p> <p>If you are experiencing a water, power, or sewer emergency or service problem, reach the San Francisco 24-hour hotline at:</p> <p>311 or 415-701-2311 if calling from outside San Francisco</p> 
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<b>PG&amp;E</b>	<p><b>Report a Power Outage:</b> 1-800-468-4743</p> <p><b>Power Emergency &amp; 24 HR Customer Service:</b> 1-800-743-5000</p> <p><b>24 HR Power Outage Information:</b> 1-800-743-5002</p> 
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<b>EXTREME HEAT</b>	<p><b>National Weather Service</b></p> <p>To prepare for and track high heat events visit: <a href="https://wrh.noaa.gov/wrh/heatrisk/">wrh.noaa.gov/wrh/heatrisk/</a></p> <hr/> <p><b>Wildfire Tracker</b></p> <p>Track Wildfires near you: <a href="https://fire.ca.gov/incidents/2023">Fire.ca.gov/incidents/2023</a></p> <hr/> <p><b>Cooling Centers in the Bay Area</b></p> <p>Find a cooling center near you: <a href="https://caloes.ca.gov/cooling-centers/">Caloes.ca.gov/cooling-centers/</a></p>
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<b>EARTHQUAKES</b>	<p><b>Earthquake Warning California</b></p> <p>Receive recent resources on earthquake preparedness at: <a href="https://earthquake.ca.gov/">earthquake.ca.gov/</a></p> <hr/> <p><b>MyShake App</b></p> <p>Download the <a href="#">MyShake App</a> for earthquake warnings</p> <hr/> <p><b>SF72.org</b></p> <p>Visit <a href="https://sf72.org">sf72.org</a> to establish a preparedness plan for earthquakes</p>
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# PUBLIC HEALTH EMERGENCIES

<p><b><a href="#">San Francisco Department of Public Health</a></b></p> <p>Discover and receive the latest recent health alerts in San Francisco.</p> <p><b>Phone:</b> (415) 558-5949      <b>Website:</b> <a href="https://sfcdcp.org">sfcdcp.org</a></p>	
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<p><b><a href="#">CDC Emergency Preparedness &amp; Response</a></b></p> <p>Main source of resources and information to prepare for public health emergencies.</p> <p><b>Phone:</b> 1-800-232-4636      <b>Website:</b> <a href="https://emergency.cdc.gov">emergency.cdc.gov</a></p>	
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# LONG TERM RESOURCES

## [American Red Cross](#)

In the event of an emergency the Red Cross can be mobilized to provide assistance and resources including water, food and shelter.

**Phone:** (415)427-8000

**Website:** [redcross.org](https://www.redcross.org)



**American  
Red Cross**

# FOR BREAKING NEWS & MEDIA

*Sign up for breaking news from local authorities*

## [Alert SF](#)

Sign up by texting your ZIP Code to 888-777 or visit [alerts.sf.org](https://alerts.sf.gov). Receive alerts and information in the case of a natural disaster, emergency, or transportation disruption in San Francisco.

## [Citizen](#)

Install the [Citizen app](#) on your mobile device to receive immediate notifications and live broadcasts of reported crimes and incidents near you.

## [Nixle](#)

Text your ZIP CODE to 888-777 to receive alerts from your local agencies on severe weather, criminal activities, traffic, missing persons, and local events.

## **RADIO**

**KCBS:** 740 AM OR 106.9 FM | **ABC7/KGO:** 810 AM

## **TV/MEDIA**

[KRON4](#), [KCBS](#), [KGO](#), [FOX KTVU](#), [NBC BAY AREA](#), [SF GATE](#)

## FROM TMASF CONNECTS

TMASF Connects has developed a guide to quickly locate information on public transportation travel, City Health & Human Resources, and resources for unusual weather emergencies. Please use this guide as a starting point and a reference to find more information. TMASF Connects is here to help.

**FOR A LIST OF MORE RESOURCES IN SAN FRANCISCO, VISIT  
[TMASFCONNECTS.ORG](https://www.tmasfconnects.org)**





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