

# Emergency Contact List

Prepared by



**Only in San Francisco**  
SAN FRANCISCO CONVENTION & VISITORS BUREAU  
[onlyinsanfrancisco.com](http://onlyinsanfrancisco.com)

201 Third St., Suite 900 San Francisco, CA 94103

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# **Governmental Emergency Information**

**I**

# Governmental Emergency Information

**The Tuesday Noon Siren** - Every Tuesday at noon, San Francisco tests the Outdoor Warning System. During the test, the siren emits a 15 second alert tone. In an actual emergency, the siren tone will cycle repeatedly for 5 minutes. Should you hear the sirens at any time other than Tuesday at noon, go indoors and immediately tune to a news source such as KCBS 740 AM, or other local media stations. Any emergency messages will also be broadcast on the siren system. Learn more about the siren system at [www.72hours.org](http://www.72hours.org).

**AlertSF Notification System** – AlertSF will send watches and warnings for tsunamis, flooding and tornados and Citywide post-disaster information to your registered wireless devices and email accounts. To register, please visit [www.alertsf.com](http://www.alertsf.com).

## For immediate assistance dial 911

### San Francisco Police Department

[www.sfgov.org/site/police](http://www.sfgov.org/site/police)

415-553-8090, 415-553-0190

### San Francisco Fire Department

[www.sfgov.org/site/fire](http://www.sfgov.org/site/fire)

415-558-3200

### San Francisco Mayor's Office of Emergency Services

[www.sfgov.org/oes](http://www.sfgov.org/oes)

415-558-2700

### Emergency from Cell Phone:

415-553-8090

### San Francisco Department of Emergency Management

[www.72hours.org](http://www.72hours.org)

## Hospitals

### San Francisco General Hospital

1001 Potrero Avenue

San Francisco, CA 94143

Phone: 415-206-8000

Website: [sfghed.ucsf.edu](http://sfghed.ucsf.edu)

**California Pacific Medical Center**

**California Campus Emergency Department – Maternity related emergency services only**

3700 California St

San Francisco, CA 94118

Phone: 415-600-6000

Website: [www.cpmc.org](http://www.cpmc.org)

**Davies Campus Emergency Department**

Davies Campus

Castro & Duboce Streets

San Francisco, CA 94114

Phone: 415-600-0600

**Pacific Campus Emergency Department**

2333 Buchanan Street

San Francisco, CA 94115

Phone: 415-600-3333

**St. Francis Emergency Department**

1150 Bush Street

San Francisco, CA 94109

Phone: 415-353-6000

Website: [www.saintfrancismemorial.org](http://www.saintfrancismemorial.org)

**St. Lukes Hospital**

3555 Cesar Chavez

San Francisco, CA 94110

Phone: 415-647-8600

Website: [www.stlukes-sf.org](http://www.stlukes-sf.org)

**St. Mary's Medical Center**

450 Stanyan Street

San Francisco, CA 94117

Phone: 415-668-1000

Website: [www.stmarymedicalcenter.org](http://www.stmarymedicalcenter.org)

## Miscellaneous Emergency Numbers

### **Anonymous Tip Line**

Phone: 415-575-4444

### **Any City Agency**

Phone: 311

### **California Department of Health Services**

Phone: 916-558-1784

Website: [www.dhs.cahwnet.gov](http://www.dhs.cahwnet.gov)

### **Centers for Disease Control**

Phone: 800-311-3435

Website: [www.cdc.gov](http://www.cdc.gov)

### **California Poison Control System**

School of Pharmacy

University of California San Francisco

Box 1262

San Francisco, California 94143-1262

Phone: 415-502-8600

Fax: 415-502-8620

Toll free: 800-876-4766

Website: [www.calpoison.com](http://www.calpoison.com)

### **Drug Dealing Tips**

Phone: 800-CRACK-IT

### **Federal Bureau of Investigation**

460 Golden Gate Avenue, 13<sup>th</sup> Floor

San Francisco, CA 94102

Phone: 415-553-7400

Website: [sanfrancisco.fbi.gov](http://sanfrancisco.fbi.gov)

### **Federal Emergency Management Agency (FEMA)**

Bay Area Regional Office

1111 Broadway, Suite 1200

Oakland, CA 94607

Phone: 510-627-7100

Website: [www.fema.gov](http://www.fema.gov)

**Governors Office of Emergency Services**

Phone: 916-845-8911

Website: [www.oes.ca.gov](http://www.oes.ca.gov)

**Non-Emergency Police Business**

Phone: 415-553-0123

**San Francisco Chamber of Commerce**

Phone: 415-392-4520

Website: [www.sfchamber.com](http://www.sfchamber.com)

**San Francisco Department of Public Health**

Phone: 415-554-2500

Website: [www.sfdph.org](http://www.sfdph.org)

**San Francisco Emergency Medical Services Agency**

68 12<sup>th</sup> Street, Suite 220

San Francisco, CA 94103

Phone: 415-355-2600

Fax: 415-552-0194

Website: [www.sanfranciscoems.org](http://www.sanfranciscoems.org)

**Social Service Hotline**

Phone: 211

**Transportation Information**

Phone: 511

**The Moscone Center  
and the  
San Francisco Convention &  
Visitors Bureau**

**II**

**Moscone Center**

747 Howard St.

San Francisco, CA 94103-3181

Phone: 415-974-4000

Fax: 415-974-4074

[www.moscone.com](http://www.moscone.com)

**24-hr Emergency Contact Number: 415-974-4021**

**San Francisco Convention & Visitors Bureau**

201 Third St, Suite 900

San Francisco, CA 94103

Phone: 415-974-6900

Fax: 415-227-2602

[www.onlyinsanfrancisco.com](http://www.onlyinsanfrancisco.com)

**Convention Services**

Kathryn Horton	Senior Director, Convention Events & Services	415-227-2630
Oleg Nakonechny	Senior Convention Services Manager	415-227-2679
Sarika Patel	Convention Services Manager	415-227-2626
Kimberly Lee	Convention Services Coordinator	415-227-2672
Becky Fenton	Convention Services Assistant	415-227-2620

**Convention Sales – San Francisco Office**

Lysa Lewin	Managing Director of Convention Sales	415-227-2616
Ernie Garcia	Senior Corporate & Incentive Sales Manager	415-227-2617
Leonie Patrick	Senior National Sales Manager	415-227-2691
Deirdre Lewis	National Sales Manager	415-227-2625
Wendy Ramirez	National Sales Manager	415-227-2652

**Convention Sales – D.C. Office**

Kenley Moy	Senior Director, National Sales Offices	202-466-4400
Beth Melanson	National Sales Manager	202-466-4400

**Convention Sales – Chicago Office**

Judy Parker	National Sales Manager, Midwest Region	312-922-1206
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**Vice Presidents**

Leonard Hoops	Executive Vice President, Sales and Marketing	415-227-2614
Dan Goldes	Executive VP, Strategy & Development	415-227-2611
Laurie Armstrong	Vice President, Marketing & Communications	415-227-2603
Deborah Reinow	Vice President Tourism	415-227-2628

# Transportation

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## Transportation Phone Numbers

### **5-1-1**

Free phone and Web service that consolidates Bay Area transportation information into a one-stop resource. Services include up-to-the-minute information on traffic conditions, incidents and driving times, schedule, route and fare information for the Bay Area's public transportation services, instant carpool and vanpool referrals, bicycling information and more. It's available 24 hours a day, 7 days a week.

**Website Address** [www.511.org](http://www.511.org)

### **San Francisco Municipal Transportation Agency**

1 South Van Ness Avenue, 7<sup>th</sup> Floor  
San Francisco, CA, 94103

**Main Number** 311 or 415-701-2311 (Outside San Francisco)

**Website** [www.sfmta.com](http://www.sfmta.com)

### **San Francisco Bay Area Rapid Transit District (BART)**

P.O. Box 12688  
Oakland CA 94606-2688

**Main Number** 415-989-2278

**Website Address** [www.bart.org](http://www.bart.org)

### **AC Transit**

1600 Franklin Street  
Oakland, CA 94612

**Main Number** 510-817-1717

**Website** [www.actransit.org](http://www.actransit.org)

### **Alameda/Oakland Ferry**

950 W. Mall Square  
Alameda, CA 94501

**Main Number** 510-522-3300

**Website** [www.eastbayferry.com](http://www.eastbayferry.com)

### **Amtrak**

**Main Number** 800-872-7245

**Website** [www.amtrak.com](http://www.amtrak.com)

### **Blue & Gold Fleet**

PIER 39 Marine Terminal  
The Embarcadero at Beach Street

**Main Number** 415-705-8200

**Website** [www.blueandgoldfleet.com](http://www.blueandgoldfleet.com)

**Caltrain**

1250 San Carlos Avenue  
P.O. Box 3006  
San Carlos, CA 94070-1306

**Main Number**

800-660-4287

**Website**[www.caltrain.com](http://www.caltrain.com)**Golden Gate Transit**

1011 Andersen Drive  
San Rafael, CA 94901

**Main Number**

511 or 415-455-2000 (Outside Bay Area)

**Website**[www.goldengatetransit.org](http://www.goldengatetransit.org)**Greyhound**

P.O. Box 660362  
Dallas, TX 75266-0362

**Main Number**

800-231-2222

**Website**[www.greyhound.com](http://www.greyhound.com)**SamTrans**

P.O. Box 3006  
San Carlos, CA 94070-1306

**Main Number**

800-660-4287

**Website**[www.samtrans.com](http://www.samtrans.com)**Vallejo Baylink Ferry**

Transportation Division  
Vallejo City Hall  
555 Santa Clara Street  
Vallejo, CA 94590

**Main Number**

877-64-FERRY

**Website**[www.baylinkferry.com](http://www.baylinkferry.com)

# San Francisco International Airport

**Main Number** 800-435-9736  
**Website Address** [www.flysfo.com](http://www.flysfo.com)  
**Airport Information** 800-435-9736  
**Paging Number** 800-435-9736  
**Ground Transportation** 800-435-9736 or 511

## Passenger Airlines Operating at SFO

<b>Airline</b>	<b>Phone</b>	<b>Website</b>
Aer Lingus	800-474-7424	<a href="http://www.aerlingus.com">www.aerlingus.com</a>
Air Canada	888-247-2262	<a href="http://www.aircanada.com">www.aircanada.com</a>
Air China	800-882-8122	<a href="http://www.airchina.com.cn">www.airchina.com.cn</a>
Air France	800-237-2747	<a href="http://www.airfrance.com/us">www.airfrance.com/us</a>
Air New Zealand	800-262-1234	<a href="http://www.airnewzealand.com">www.airnewzealand.com</a>
AirTran Airways	800-247-8726	<a href="http://www.airtran.com">www.airtran.com</a>
Alaska Airlines	800-252-7522	<a href="http://www.alaskaair.com">www.alaskaair.com</a>
American	800-433-7300	<a href="http://www.aa.com">www.aa.com</a>
ANA	800-235-9262	<a href="http://www.anaskyweb.com/us/e">www.anaskyweb.com/us/e</a>
Asiana	888-437-7718	<a href="http://us.flyasiana.com">us.flyasiana.com</a>
British Airways	800-247-9297	<a href="http://www.britishairways.com">www.britishairways.com</a>
Cathay Pacific	800-233-2742	<a href="http://www.cathaypacific.com">www.cathaypacific.com</a>
China Airlines	800-227-5118	<a href="http://www.china-airlines.com">www.china-airlines.com</a>
Continental	800-523-3273	<a href="http://www.continental.com">www.continental.com</a>
Delta	800-221-1212	<a href="http://www.delta.com">www.delta.com</a>
EVA Air	800-695-1188	<a href="http://www.evaair.com">www.evaair.com</a>
Frontier	800-432-1359	<a href="http://www.frontierairlines.com">www.frontierairlines.com</a>
Hawaiian Airlines	800-367-5320	<a href="http://www.hawaiianair.com">www.hawaiianair.com</a>
Horizon	800-547-9308	<a href="http://horizonair.alaskaair.com">horizonair.alaskaair.com</a>
Japan Airlines	800-525-3663	<a href="http://www.ar.jal.com/en">www.ar.jal.com/en</a>
JetBlue	800-538-2583	<a href="http://www.jetblue.com">www.jetblue.com</a>
KLM	800-225-2525	<a href="http://www.klm.com">www.klm.com</a>
Korean Air	800-438-5000	<a href="http://www.koreanair.com">www.koreanair.com</a>
LACSA	800-400-8222	<a href="http://www.taca.com">www.taca.com</a>
Lufthansa	800-645-3880	<a href="http://www.lufthansa.com">www.lufthansa.com</a>
Mexicana	800-531-7921	<a href="http://www.mexicana.com">www.mexicana.com</a>
Midwest	800-452-2022	<a href="http://www.midwestairlines.com">www.midwestairlines.com</a>
Northwest	800-225-2525	<a href="http://www.nwa.com">www.nwa.com</a>
Philippine Airlines	800-435-9725	<a href="http://www.philippineairlines.com">www.philippineairlines.com</a>
Qantas	800-227-4500	<a href="http://www.qantas.com">www.qantas.com</a>
Singapore Airlines	800-742-3333	<a href="http://www.singaporeair.com">www.singaporeair.com</a>
Southwest	800-435-9792	<a href="http://www.southwest.com">www.southwest.com</a>
Sun Country	800-359-6786	<a href="http://www.suncountry.com">www.suncountry.com</a>
TACA	800-400-8222	<a href="http://www.taca.com">www.taca.com</a>

Ted	800-225-5833	<a href="http://www.flyted.com">www.flyted.com</a>
United (domestic)	800-864-8331	<a href="http://www.united.com">www.united.com</a>
United (international)	800-538-2929	<a href="http://www.united.com">www.united.com</a>
United Express	800-864-8331	<a href="http://www.united.com">www.united.com</a>
US Airways	800-428-4322	<a href="http://www.usairways.com">www.usairways.com</a>
Virgin America	877-359-8474	<a href="http://www.virginamerica.com">www.virginamerica.com</a>
Virgin Atlantic	800-821-5438	<a href="http://www.virgin-atlantic.com">www.virgin-atlantic.com</a>

## Oakland International Airport

<b>Main Number:</b>	510-563-3300
<b>Website Address:</b>	<a href="http://www.flyoakland.com">www.flyoakland.com</a>
<b>Ground Transportation:</b>	510-817-1717
<b>Airport Information:</b>	510-563-3300

## Passenger Airlines Operating at OAK

<b>Airline</b>	<b>Phone Number</b>	<b>Website</b>
Alaska/ Horizon Airlines	800-426-0333	<a href="http://www.alaska-air.com">www.alaska-air.com</a>
American Airlines	800-443-7300	<a href="http://www.aa.com">www.aa.com</a>
Continental Airlines	800-525-0280	<a href="http://www.continental.com">www.continental.com</a>
Delta Airlines	800-221-1212	<a href="http://www.delta.com">www.delta.com</a>
Hawaiian Airlines	800-367-5320	<a href="http://www.hawaiianair.com">www.hawaiianair.com</a>
JetBlue	800-538-2583	<a href="http://www.jetblue.com">www.jetblue.com</a>
Mexicana	800-531-7921	<a href="http://www.mexicana.com">www.mexicana.com</a>
Southwest	800-435-9792	<a href="http://www.southwest.com">www.southwest.com</a>
TACA	800-400-TACA	<a href="http://www.taca.com">www.taca.com</a>
United Airlines	800-241-6522	<a href="http://www.ual.com">www.ual.com</a>
US Airways	800-428-4322	<a href="http://www.usairways.com">www.usairways.com</a>

# **Local Radio & News Stations**

**IV**

# Local Radio & News Stations

## Local News talk Radio Stations

KGO	<a href="http://www.kgoAM810.com">www.kgoAM810.com</a>	AM 810	415-954-8142
KSFO	<a href="http://www.ksfo560.com">www.ksfo560.com</a>	AM 560	415-398-5600
KCBS	<a href="http://www.kcbs.com">www.kcbs.com</a>	AM 740	415-495-5227
KVON	<a href="http://www.kvon.com">www.kvon.com</a>	AM 1440	707-252-1440
KEST	<a href="http://www.kestradio.com">www.kestradio.com</a>	AM 1450	415-978-5378

## Local News Stations and Websites

KRON Channel 4	<a href="http://www.kron.com">www.kron.com</a>	415-441-4444
KTVU Channel 2	<a href="http://www.ktvu.com">www.ktvu.com</a>	510-831-1212
KPIX Channel 5	<a href="http://www.kpix.com">www.kpix.com</a>	415-362-5550
KGO Channel 7	<a href="http://abclocal.go.com/kgo">abclocal.go.com/kgo</a>	415-954-7777
KNTV Channel 11	<a href="http://www.kntv.com">www.kntv.com</a>	408-432-6221

## National News Stations and Websites

CNN	<a href="http://www.cnn.com">www.cnn.com</a>
MSNBC	<a href="http://www.msnbc.com">www.msnbc.com</a>
Fox News	<a href="http://www.foxnews.com">www.foxnews.com</a>
CNBC	<a href="http://www.CNBC.com">www.CNBC.com</a>

## Bay Area Media Contacts

<http://images.kron4.com/images/bamc.pdf>

## Media Access for Non-Profit Organizations

[http://www.kron.com/Global/story.asp?S=510446&nav=menu130\\_9\\_3](http://www.kron.com/Global/story.asp?S=510446&nav=menu130_9_3)

# **HUMANITARIAN CONTACTS**

**V**

## Humanitarian Contacts

American Red Cross <a href="http://www.bayarea-redcross.org">www.bayarea-redcross.org</a>	24 Hour Assistance	415-427-8000
The Salvation Army <a href="http://www.salvationarmy.org/usw/www_usw_gstate.nsf">www.salvationarmy.org/usw/www_usw_gstate.nsf</a>	Administrative Office	415-553-3500
San Francisco Connect <a href="http://www.sfconnect.org">www.sfconnect.org</a>	Administrative Office	415-385-7778
United Way of the Bay Area <a href="http://www.uwba.org">www.uwba.org</a>	Administrative Office	415-808-4300

### Blood Donations

Blood Centers of the Pacific <a href="http://www.bloodcenters.org">www.bloodcenters.org</a>	415-567-6400
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### Local Churches

**Bethel Cathedral Church of God in Christ**  
1229 Egbert Avenue  
San Francisco, CA 94124  
415-822-9936

**Cathedral of St. Mary of the Assumption**  
1111 Gough Street  
San Francisco, CA 94109  
415-567-2020

**Glide Memorial United Methodist Church**  
330 Ellis Street  
San Francisco, CA 94102  
415-674-6000

**Grace Cathedral Episcopal Church**  
1100 California Street  
San Francisco, CA 94108  
415-749-6300

**Jones Memorial United Methodist Church**

1975 Post St.  
San Francisco, CA 94115  
415-921-7653

**National Shrine of St. Francis of Assisi**

610 Vallejo Street  
San Francisco, CA 94133  
415-983-0405

**St. Patrick's Catholic Church**

756 Mission Street  
San Francisco, CA 94103  
415-421-3730

# **Consulates & Foreign Governments**

**VI**

## Consulates & Foreign Governments

### **Australia**

575 Market Street, Suite 1800  
San Francisco, CA 94105  
415-536-1970

### **Austria**

220 Montgomery Street, Suite 1087  
San Francisco, CA 94104  
415-951-8911

### **Barbados**

442 Post Street, Suite 800  
San Francisco, CA 94102  
415-421-8789

### **Belgium**

1663 Mission Street, Suite 400  
San Francisco, CA 94103  
415-861-9910

### **Belize**

916 Kearny Street  
San Francisco, CA 94133  
415-788-7500

### **Botswana**

2333 Octavia Street  
San Francisco, CA 94109  
415-885-2733

### **Brazil**

300 Montgomery Street, Suite 900  
San Francisco, CA 94104  
415-981-8170

### **Cameroon**

147 Terra Vista Avenue  
San Francisco, CA 94115  
415-921-5372

### **Canada**

580 California Street, Suite 1400  
San Francisco, CA 94104  
415-834-3180

### **Chile**

870 Market Street, Suite 1058  
San Francisco, CA 94102  
415-982-7665

### **China**

1450 Laguna Street  
San Francisco, CA 94115  
415-674-2900

### **Colombia**

595 Market Street, Suite 2130  
San Francisco, CA 94105  
415-495-7195

### **Costa Rica**

P.O. Box 7643  
Fremont, CA 94537  
510-790-0785

### **Côte D'Ivoire**

1945 Washington Street, Suite 606  
San Francisco, CA 94109  
415-310-0812

### **Cyprus**

75 Silverwood Drive  
Lafayette, CA 94549  
925-284-1060

### **Czech Republic**

500 Sansome Street, Eighth Floor  
San Francisco, CA 94111  
415-772-9803

**Denmark**

One California Street, Suite 330  
San Francisco, CA 94111  
415-391-0100

**Ecuador**

235 Montgomery Street, Suite 944  
San Francisco, CA 94104  
415-982-1819

**Egypt**

276 Mallorca Way  
San Francisco, CA 94123  
415-346-9700

**El Salvador**

507 Polk Street, Suite 280  
San Francisco, CA 94102  
415-771-8524

**Eritrea**

Tribune Tower, 409-13<sup>th</sup> Street, 14<sup>th</sup> Floor  
San Francisco, CA 94612  
510-986-1991

**Fiji Islands**

521 Rocca Avenue  
South San Francisco, CA 94080  
650-225-0666

**Finland**

108 Tynan Way, Portola Valley  
San Francisco, CA 94028  
650-529-1052

**France**

540 Bush Street  
San Francisco, CA 94108  
415-397-4330

**Germany**

1960 Jackson Street  
San Francisco, CA 94109  
415-775-1061

**Greece**

2441 Gough Street  
San Francisco, CA 94123  
415-775-2102

**Guatemala**

870 Market Street, Suite 667  
San Francisco, CA 94102  
415-788-5651

**Haiti**

P.O. Box 29450,  
San Francisco, CA 94129  
415-561-2555

**Honduras**

870 Market Street, Suite 875  
San Francisco, CA 94102  
415-392-0076

**Hungary**

205 De Anza Boulevard, PMB 157  
San Mateo, CA 94402  
650-573-7351

**Iceland**

222 Front Street, Fifth Floor  
San Francisco, CA 94111  
415-433-3103

**India**

540 Arguello Boulevard  
San Francisco, CA 94118  
415-668-0998

**Indonesia**

1111 Columbus Avenue  
San Francisco, CA 94133  
415-474-9571

**Ireland**

100 Pine Street, Suite 3350  
San Francisco, CA 94111  
415-392-4214

**Israel**

456 Montgomery Street, Suite 2100  
San Francisco, CA 94104  
415-844-7500

**Italy**

2590 Webster Street  
San Francisco, CA 94115  
415-931-4924

**Jamaica**

1001 Potrero Avenue, Suite NH1N1  
San Francisco, CA 94110  
415-206-5833

**Japan**

50 Fremont, 23rd Floor  
San Francisco, CA 94105  
415-777-3533

**Jordan**

972 Mission Street, Fourth Floor  
San Francisco, CA 94103  
415-546-1155

**Korea**

3500 Clay Street  
San Francisco, CA 94118-1893  
415-921-2251

**Liberia**

1101 Embarcadero West  
Oakland, CA 94604  
510-444-3919

**Lithuania**

674 Sky Hy Circle  
Lafayette, CA 94549  
925-284-3156

**Luxembourg**

One Sansome Street, Suite 830  
San Francisco, CA 94104  
415-788-0816

**Malta**

P.O. Box 34-7001  
San Francisco, CA 94134-7001  
415-468-4321

**Mauritius**

2844 Greenwich Street  
San Francisco, CA 94123  
415-693-9345

**Mexico**

532 Folsom Street  
San Francisco, CA 94105  
415-354-1730

**Monaco**

2643 Union Street  
San Francisco, CA 94123  
415-749-1663

**Mongolia**

909 Montgomery Street, Suite 400  
San Francisco, CA 94133  
415-434-1111

**Nepal**

909 Montgomery Street, Suite 400  
San Francisco, CA 94133  
415-434-1111

**Netherlands**

220 Bush Street, Suite 950  
San Francisco, CA 94104  
415-982-0788

**New Zealand**

P.O. Box 330455  
San Francisco, CA 94133  
415-399-1255

**Nicaragua**

870 Market Street, Suite 518  
San Francisco, CA 94102  
415-765-6821

**Norway**

20 California Street, Sixth Floor  
San Francisco, CA 94111  
415-986-0766

**Peru**

870 Market Street, Suite 1067  
San Francisco, CA 94102  
415-362-5185

**Philippines**

447 Sutter Street  
San Francisco, CA 94108  
415-433-6666

**Poland**

785 Market Street, Suite 1500  
San Francisco, CA 94103  
415-777-4445

**Portugal**

3298 Washington Street  
San Francisco, CA 94115  
415-346-3400

**Romania**

44 Montgomery Street, Suite 400  
San Francisco, CA 94104  
415-989-5900

**Russian Federation**

2790 Green Street  
San Francisco, CA 94123  
415-928-6878

**Rwanda**

One Maritime Plaza, Suite 1600  
San Francisco, CA 94111  
415-394-5555

**Singapore**

595 Market Street, Suite 2450  
San Francisco, CA 94105  
415-543-4775

**Slovak Republic**

2220 Stockbridge Avenue  
Woodside, CA 94062  
650-996-7473

**Slovenia**

44 Montgomery Street, Suite 1050  
San Francisco, CA 94104  
415-989-1800

**Spain**

1405 Sutter Street  
San Francisco, CA 94109  
415-922-2995

**Sweden**

120 Montgomery Street, Suite 2175  
San Francisco, CA 94104-4324  
415-788-2631

**Switzerland**

456 Montgomery Street, Suite 1500  
San Francisco, CA 94104-1233  
415-788-2272

**Tonga**

360 Post Street, Suite 604  
San Francisco, CA 94108  
415-781-0365

**Turkey**

19229 Sonoma Hwy., Suite 345  
Sonoma, CA 95476-5439  
415-362-0912

**Ukraine**

530 Bush Street, Suite 402  
San Francisco, CA 94108  
415-398-0240

**United Kingdom**

One Sansome Street, Suite 850  
San Francisco, CA 94104  
415-617-1300

**Uruguay**

351 California Street, Suite 150  
San Francisco, CA 94104  
415-986-5222

**Venezuela**

311 California Street, Suite 620  
San Francisco, CA 94104  
415-955-1982

**Vietnam**

1700 California Street, Suite 430  
San Francisco, CA 94109  
415-922-1707

**Yemen**

1255 Post Street, Suite 1030  
San Francisco, CA 94109  
415-567-3036

# **Bomb Threat Information**

**VII**

# Bomb Threat Checklist

## Telephone Procedures

DATE:        /        /               TIME RECEIVED:        :        AM / PM        CONCLUDED:        :        AM / PM

- REMAIN CALM, BE COURTEOUS, LISTEN TO, AND DO NOT INTERRUPT THE CALLER
  - GET ATTENTION OF ANOTHER PERSON - GIVE NOTE SAYING "CALL POLICE - BOMB THREAT" 911
  - IF YOUR PHONE HAS CALLER ID DISPLAY, RECORD NUMBER OF INCOMING CALL
- \_\_\_\_\_
- WRITE DOWN EXACT WORDS OF THE CALLER AND THREAT
  - DON'T HANG UP THE PHONE. LEAVE LINE OPEN
  - NOTIFY A SUPERVISOR

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TRY TO KEEP THE CALLER ON THE PHONE AND TALKING BY ASKING THE FOLLOWING QUESTIONS:

1. WHEN WILL IT EXPLODE? AT WHAT TIME? \_\_\_\_\_
2. WHERE IS IT LOCATED? WHAT FLOOR? ROOM? \_\_\_\_\_
- \_\_\_\_\_
3. WHAT DOES IT LOOK LIKE? \_\_\_\_\_
4. WHAT KIND OF BOMB IS IT? \_\_\_\_\_
5. WHAT WILL SET IT OFF? \_\_\_\_\_
6. WHY ARE YOU DOING THIS? \_\_\_\_\_
7. WHO ARE YOU? \_\_\_\_\_
8. ARE YOU AWARE THAT IT COULD KILL OR INJURE INNOCENT PEOPLE IN ADDITION TO THOSE YOU INTEND TO HURT? \_\_\_\_\_

### DESCRIPTION OF CALLER (check all that apply)

Sex:    Male \_\_\_\_\_    Female \_\_\_\_\_    Unknown \_\_\_\_\_    Approximate Age \_\_\_\_\_

Voice	Speech	Language	Behavior	Background Noises
<input type="checkbox"/> Clean	<input type="checkbox"/> Accented	<input type="checkbox"/> Educated	<input type="checkbox"/> Agitated	<input type="checkbox"/> Airport
<input type="checkbox"/> Distorted	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Foreign	<input type="checkbox"/> Angry	<input type="checkbox"/> Animals
<input type="checkbox"/> Loud	<input type="checkbox"/> Distinct	<input type="checkbox"/> Foul	<input type="checkbox"/> Blaming	<input type="checkbox"/> Baby
<input type="checkbox"/> Muffled	<input type="checkbox"/> Fast	<input type="checkbox"/> Intelligent	<input type="checkbox"/> Calm	<input type="checkbox"/> Birds
<input type="checkbox"/> Nasal	<input type="checkbox"/> Hesitant	<input type="checkbox"/> Irrational	<input type="checkbox"/> Fearful	<input type="checkbox"/> General Noise

<input type="checkbox"/> Pitch-High	<input type="checkbox"/> Lisp	<input type="checkbox"/> Rational	<input type="checkbox"/> Laughing	<input type="checkbox"/> Guns Firing
<input type="checkbox"/> Pitch-Med	<input type="checkbox"/> Slow	<input type="checkbox"/> Slang	<input type="checkbox"/> Nervous	<input type="checkbox"/> Gymnasium
<input type="checkbox"/> Pitch-Low	<input type="checkbox"/> Slurred	<input type="checkbox"/> Uneducated	<input type="checkbox"/> Righteous	<input type="checkbox"/> Machinery
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Stuttered	<input type="checkbox"/> Unintelligible	<input type="checkbox"/> Other:	<input type="checkbox"/> Music
<input type="checkbox"/> Raspy	<input type="checkbox"/> If Accented,	<input type="checkbox"/> If Foreign,		<input type="checkbox"/> Party
<input type="checkbox"/> Smooth	Describe:	Describe:		<input type="checkbox"/> Quiet
<input type="checkbox"/> Soft				<input type="checkbox"/> Restaurant
<input type="checkbox"/> Squeaky				<input type="checkbox"/> Talking
<input type="checkbox"/> Unclear				<input type="checkbox"/> Tavern/Bar
<input type="checkbox"/> Other				<input type="checkbox"/> Television
				<input type="checkbox"/> Traffic
				<input type="checkbox"/> Train
				<input type="checkbox"/> Typing
				<input type="checkbox"/> Water/Wind
				<input type="checkbox"/> Other:

Name Of Person Receiving Call: \_\_\_\_\_

Phone Number Threat Was Received On: \_\_\_\_\_

Name Of Possible Suspect: \_\_\_\_\_

**WARNING!**

**If you receive a suspicious letter or parcel, AVOID EXCESSIVE HANDLING. DO NOT ATTEMPT TO OPEN IT. Call local law enforcement agency at 911 (emergency) or 415-553-8090 (non-emergency)**

**Letter and Parcel Bomb Recognition Points**

- Foreign Mail, Air Mail and Special Delivery
- Restrictive markings such as Confidential or Personal
- Excessive postage
- Handwritten or poorly typed address
- Incorrect titles
- Titles, but no names
- Misspelling or common words
- Oily stains or discolorations
- No return address
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or tin foil
- Excessive securing material such as masking tape, cellophane tape or string
- Visual distractions, such as pornography

# **Earthquake Information**

**VII**

## During an Earthquake

**Drop, cover, and hold on!** Move only a few steps to a nearby safe place. It is very dangerous to try to leave a building during an earthquake because objects can fall on you. Many fatalities occur when people run outside of buildings, only to be killed by falling debris from collapsing walls. In U.S. buildings, you are safer to stay where you are.

**Wait in your safe place until the shaking stops, then check to see if you are hurt.** You will be better able to help others if you take care of yourself first, and then check the people around you. Move carefully and watch out for things that have fallen or broken, creating hazards. Be ready for additional earthquakes called "aftershocks."

**If you're outside in an earthquake, stay outside.** Move away from buildings, trees, streetlights, and power lines. Crouch down and cover your head. Many injuries occur within 10 feet of the entrance to buildings. Bricks, roofing, and other materials can fall from buildings, injuring persons nearby. Trees, streetlights, and power lines may also fall, causing damage or injury.

**If you are in bed, hold on and stay there, protecting your head with a pillow.** You are less likely to be injured staying where you are. Broken glass on the floor has caused injury to those who have rolled to the floor or tried to get to doorways.

**Stay away from windows.** Windows can shatter with such force that you can be injured several feet away.

**In a high-rise building, expect the fire alarms and sprinklers to go off during a quake.** Earthquakes frequently cause fire alarm and fire sprinkler systems to go off even if there is no fire. Check for and extinguish small fires, and, if exiting, use the stairs.

**Be on the lookout for fires.** Fire is the most common earthquake-related hazard, due to broken gas lines, damaged electrical lines or appliances, and previously contained fires or sparks being released.

**If you must leave a building after the shaking stops, use the stairs, not the elevator.** Earthquakes can cause fire alarms and fire sprinklers to go off. You will not be certain whether there is a real threat of fire. As a precaution, use the stairs.

**If you are in a coastal area, move to higher ground.** Earthquakes often create tsunamis.

**If you are in a mountainous area or near unstable slopes or cliffs, be alert for falling rocks and other debris that could be loosened by the earthquake.** Landslides commonly happen after earthquakes.

## After an Earthquake

**Check yourself for injuries.** Often people tend to others without checking their own injuries. You will be better able to care for others if you are not injured or if you have received first aid for your injuries.

**Protect yourself from further danger by putting on long pants, a long-sleeved shirt, sturdy shoes, and work gloves.** This will protect you from further injury by broken objects.

**After you have taken care of yourself, help injured or trapped persons.** If you have it in your area, call 9-1-1, then give first aid when appropriate. Don't try to move seriously injured people unless they are in immediate danger of further injury.

**Look for and extinguish small fires. Eliminate fire hazards.** Putting out small fires quickly, using available resources, will prevent them from spreading. Fire is the most common hazard following earthquakes. Fires followed the San Francisco earthquake of 1906 for three days, creating more damage than the earthquake.

**Listen to a portable, battery-operated radio (or television) for updated emergency information and instructions.** If the electricity is out, this may be your main source of information. Local radio and local officials provide the most appropriate advice for your particular situation.

**Expect aftershocks.** Each time you feel one, drop, cover, and hold on! Aftershocks frequently occur minutes, days, weeks, and even months following an earthquake.

**Watch out for fallen power lines or broken gas lines, and stay out of damaged areas.** Hazards caused by earthquakes are often difficult to see, and you could be easily injured.

**Stay out of damaged buildings.** If you are away from home, return only when authorities say it is safe. Damaged buildings may be destroyed by aftershocks following the main quake.

**Use battery-powered lanterns or flashlights to inspect your home.** Kerosene lanterns, torches, candles, and matches may tip over or ignite flammables inside.

**When entering buildings, use extreme caution.** Building damage may have occurred where you least expect it. Carefully watch every step you take.