

ARE YOU READY?

Hurricane Season
June 1 – November 30

Your 2015 Guide to Hurricane Readiness

Para información en español, vea adentro
Pou enfòmasyon an Kreyòl, gade andedan

It's All About Preparedness

Dear Fellow Residents:

South Florida is no stranger to hurricane season and with the 2015 season around the corner, June 1 – November 30, it is important that special precautions are taken during these months. Although we have been very fortunate to have several quiet hurricane seasons in recent years, the fact remains that hurricanes are inevitable. This is why we, as a community, must always be prepared and remain attentive.

Miami-Dade County has a world-class Emergency Operations Center to support us through all types of emergency situations, but it is ultimately up to each and every resident to be prepared for the possibility of a hurricane.

Developing a hurricane plan ahead of time and stocking up on vital supplies will go a long way toward helping you and your loved ones stay safe in the event of a storm. It will save you time, money, and worry too.

Please read our Hurricane Guide before the season begins. It is filled with useful information that will help in creating your plan to protect yourself, your loved ones, and your property.

If you need additional information, please call the Miami-Dade County Answer Center at 3-1-1 or visit www.miamidade.gov/hurricane.

Above all, please make sure that you and your family are prepared for the 2015 hurricane season. Be ready. Be set. Be safe.

Sincerely,



Carlos A. Gimenez
Mayor



Jean Monestime
Chairman

For more information on hurricane preparedness in your area, call your local commission office.

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Watches + Warnings

Terms You Need to Know...

■ **Tropical Storm Watch**

Tropical storm conditions are possible, usually within 48 hours.

■ **Tropical Storm Warning**

■ Tropical storm conditions are expected, usually within 36 hours.

■ **Hurricane Watch**

Hurricane conditions are possible, usually within 48 hours.

■ **Hurricane Warning**

■ Hurricane conditions are expected, usually within 36 hours.

Evacuation Order*

A mandatory order(s) directing the evacuation of appropriate area(s) of Miami-Dade County deemed to be in danger.

**Evacuation orders depend on a hurricane’s track and projected storm surge.*

About Evacuation

If a hurricane evacuation is ordered, residents are encouraged to stay with family members or friends in an inland, non-evacuation area. Hurricane Evacuation Centers will also be opened, but the Centers should only be considered as a last resort. Additionally, Emergency Bus Pick-Up Sites will be activated to provide public transportation to and from designated Hurricane Evacuation Centers.



Tourists

The Greater Miami Convention & Visitors Bureau coordinates with local emergency management officials to provide crucial information to ensure the safety and well-being of our visitors. Please be sure to follow any orders issued by local officials in an emergency, such as evacuation and sheltering.

You should also be aware that during an evacuation, visitors may be evacuated prior to residents. It is imperative that you, as a visitor, evacuate immediately upon issuance of an evacuation order.

If you need to evacuate, it's important to bring:

- Bedding
- Infant & child care items, such as formula, diapers, toys, etc.
- Cash
- Personal hygiene items
- Comfort materials, such as books, magazines, etc.
- Prescription and over-the-counter medications
- Drinking water
- Snacks
- Extra clothing
- Special items for family members who are elderly or disabled

Hurricane Evacuation Center Accessibility

All Miami-Dade County Hurricane Evacuation Centers meet **Americans with Disabilities Act (ADA)** criteria for emergency shelters, and include accessible entryways, service/activity areas and bathrooms. Service animals are permitted.

The **Emergency & Evacuation Assistance Program (E&EAP)** provides evacuation support to those residents that may require specialized transportation assistance or whose medical needs prevent them from evacuating on their own. Residents who will require evacuation assistance should register for the Emergency & Evacuation Assistance Program prior to an emergency to ensure help will be given when needed. It may also be utilized post disaster to provide other assistance. Pre-registered residents will receive priority during an emergency.

This program is specifically for individuals who live

in their own homes or with their families. Residents in nursing homes or assisted living facilities are not eligible for this program as these facilities are required by law to develop an emergency plan and make arrangements for their residents to evacuate to a similar facility.

Call 3-1-1, apply online or download the application at www.miamidade.gov/fire/eeap-program-page.asp. Applications are available in English, Spanish and Creole.

Miami-Dade County also offers **Pet Friendly Evacuation Centers** for residents living in evacuation areas, unsafe structures or mobile homes. A family member must stay with the pet. For more information, **call 3-1-1** or go online at www.miamidade.gov/animals/disaster-preparedness.asp.



To learn more about designated shelter locations and bus pick-up points, go to www.miamidade.gov/fire/evacuations.asp.

Emergency supplies are critical should a disaster strike. For a complete disaster checklist, go to www.miamidade.gov/oem or www.readysouthflorida.org or <http://youtu.be/ao4JUFHBBZ0>.

Cleanup Before A Storm

Dispose of household and yard trash before a storm threatens. Miami-Dade County Public Works and Waste Management customers have three options for managing household and yard trash prior to a storm:

- Dispose of small trash items and yard waste with your twice-weekly garbage collection service. If you receive automated waste cart service, all waste must fit in the green waste cart and the lid must close. If you receive manual collection service, small trash items may be set out in bags, cans or bundles with your household garbage. Items should weigh no more than 50 lbs. each and bundles of trash should measure no more than 4 ft. in length.
- Schedule a bulky waste pickup before a storm threatens by calling 3-1-1 or visiting www.miamidade.gov/publicworks/bulky-waste.asp. Remember, you must schedule your pickup first before placing trash at the right-of-way.

- Drop off trash at one of 13 Neighborhood Trash and Recycling Centers (TRCs). Residents who receive waste collection services from Miami-Dade County can dispose of tree cuttings and other household trash at one of Miami-Dade County's 13 TRCs. Centers are open daily from 7 a.m. to 5:30 p.m.

North Dade
21500 NW 47 Avenue

Norwood
19901 NW 7 Avenue

Golden Glades
140 NW 160 Street

Palm Springs North
7870 NW 178 Street

West Little River
1830 NW 79 Street

Snapper Creek
2200 SW 117 Avenue

Sunset Kendall
8000 SW 107 Avenue

Richmond Heights
14050 Boggs Drive

Chapman Field
13600 SW 60 Avenue

Eureka Drive
9401 SW 184 Street

West Perrine
16651 SW 107 Avenue

South Miami Heights
20800 SW 117 Court

Moody Drive
12970 SW 268 Street

Properly pruning trees and shrubs before a hurricane approaches can reduce the debris generated during a storm. Proper tree pruning also increases the likelihood that a tree can weather a storm. Make sure to consult or hire a certified and licensed arborist prior to pruning trees.

For more information on proper tree pruning for hurricane season, visit www.miamidade.gov/environment/hurricanes.asp or call 3-1-1.



Correct



Wrong

If you do not receive waste collection services from Miami-Dade County, please contact your city for more information about waste removal services.

Si usted no recibe el servicio de recogida de basura del Condado Miami-Dade, sírvase llamar a su ciudad para obtener más información sobre los servicios de recogida de desechos.

Si w pa resewva sèvis ranmasaj fatra nan men Konte Miami-Dade, tanpri kontakte vil kote w abite an pou plis enfòmasyon sou sèvis ranmasaj debri siklòn.

Do not begin any pruning or cleanup activities or place trash on the curb during a Tropical Storm or Hurricane Watch or Warning.

Miami-Dade Alerts

Don't be the last to know when a hurricane is coming. Sign up to receive text alerts for weather advisories and other emergency events with Miami-Dade Alerts. Find out more at www.miamidade.gov/alerts.

BEFORE

A Hurricane Approaches

Disaster kits and emergency supplies should be ready prior to hurricane season. Once a hurricane warning is declared, preparations should focus on securing your home and property.



- Protect the areas where wind can enter. Secure windows and doors, preferably with permanent, County-approved storm shutters. A second option is to board up windows with 5/8" plywood. You'll need to cut the boards to fit to have it ready for installation. Tape does NOT prevent windows from breaking.
- Bring in lawn furniture, garbage and recycling carts and other items that are not tied down and could become airborne.
- If you own a boat, use double lines at a marina or consider dry-dock storage.
- Protect your electronics with surge protectors and waterproof coverings.
- Fill prescriptions of emergency medications (consult pharmacist as needed).
- Monitor the storm's progress.
- Visit www.miamidade.gov or call 3-1-1 for updates on County services. Depending on conditions, bus, rail, garbage collection and recycling service, as well as airport and seaport operations, could be affected.
- Preparedness is not expensive. Many disaster kit items such as flashlights & batteries, garbage bags, etc., may be found around your home. Find out more at www.miamidade.gov/fire/consumer-survival-kit.asp.

DURING

A Hurricane

If a hurricane is likely in your area, you should:

- Monitor your radio or television for weather updates and instructions from public safety officials.
- Stay indoors, preferably in a room with few or no windows.
- Take your emergency kit and disaster supplies with you if you move from room to room.
- If flooding threatens your home, turn off electricity at the main breaker.
- Use flashlights, not candles or kerosene lamps, as your light source.
- If you lose power, turn off all major appliances.
- Avoid using the phone and do not take a bath or shower during the storm.
- Fight the temptation to go outside during the "eye of the storm." There's only a brief period of calm before hurricane force winds return.
- Keep children informed about what's happening and watch for signs of stress.
- Keep animals in their carriers.



Neighborhood Disaster Training

Miami-Dade County offers free training in basic disaster response skills. Learn fire safety, light search and rescue, team organization and disaster medical operations. For more information on Community Emergency Response Team (CERT) programs, email cert@miamidade.gov.

About Storm Surge Planning Zones

Emergency Management officials have recently completed a study utilizing new technology to determine with more accuracy the potential impact of storm surge. The result of the study showed more areas of Miami-Dade County at risk for storm surge. For this reason, we have redefined areas in the County that should plan for evacuation and property protection, and we have produced a new Storm Surge Planning Zone Map that corresponds to this updated information. It is included in this guide.

Storm surge is the primary reason why Miami-Dade County residents are asked to evacuate prior to a hurricane event. However, there are other factors involved in a hurricane evacuation order so always follow the protective actions issued by emergency officials

A Storm Surge Planning Zone is an area that could potentially be affected by a storm surge of 1.5 feet or higher during a hurricane. The Storm Surge Planning Zones indicated on the enclosed map identify those areas whose residents may have to evacuate or “shelter-in-place,” so these residents are advised to develop contingency plans for either scenario. A portion, if not all of the defined Storm Surge Planning Zones could be included in an Evacuation Area. This means that residents within those areas will be required to move under an evacuation order for an impending storm.



It is very important to note that the exact areas to be evacuated for an approaching hurricane will depend on the strength of the storm and where it is coming from, as well as the forward speed. Each storm is different and the zones under an evacuation order may be adjusted. **There is no single storm that would threaten entire areas;** but each area in the surge zones is at risk from at least one possible storm scenario.

If and when Storm Surge Planning Zones need to be evacuated, Miami-Dade County will use the full spectrum of media and notification means at our disposal to inform residents. For example, radio and TV stations will broadcast emergency information. In addition, you can register for emergency notifications to the device of your choice via the County’s emergency notification system, Miami-Dade Alerts at www.miamidade.gov/alerts.

3-1-1 Answers to You

Part of being prepared for the Hurricane Season is knowing the number to call for accurate, up-to-the-minute government information and services...

Our mission—helping you weather the storm

The 3-1-1 Answer Center conveniently connects 2.5 million residents and visitors directly to Miami-Dade County government. Year round, 3-1-1 Call Specialists are available to assist local residents in preparing for hurricane season. Here are a few ways we may be able to help you.

- When preparing the outside of your home for hurricane season, call 3-1-1 to schedule a bulky waste pickup for assistance with disposing of yard trash.
- If evacuation becomes necessary, a 3-1-1 Call Specialist can direct you to the nearest evacuation route or center.
- After a storm, you can call 3-1-1 for important information, like the locations of open shelters, food and water distribution centers, and gas stations. A quick call can also inform you of which government services have been affected by the storm.



Call specialists can help you year round with everything from fixing a pothole to planning a trip on public transit.

When do I use 3-1-1, and when do I use 9-1-1?

There's a big difference between the two numbers. 9-1-1 is the number you want to use if there's an immediate threat to life, bodily injury, or major property damage or loss. It's the number to call if you need police, fire or ambulance services to come to your location. You'd also call 9-1-1 to report a crime in progress or suspicious activity.

Call 3-1-1 if you need government information or services, or if you need to report minor property damage, damaged traffic signals or signs, and street flooding. By using 3-1-1, residents get non-emergency assistance while helping to free up 9-1-1 phone lines for emergency calls.

If you're not sure whether your situation is a true emergency, officials recommend calling 9-1-1 and letting the call-taker determine whether you require emergency assistance.

Will 3-1-1 Call Specialists be able to respond in other languages?

By dialing 3-1-1, residents can speak one-on-one with a 3-1-1 Call Specialist in English, Spanish or Creole. Whichever of these three languages you prefer to use, know that your 3-1-1 Call Specialist is highly trained and fluent in customer service.

Yes, 3-1-1 Call Specialists can help you with information before, during and after the storm. But they can also help you with everyday requests throughout the year, such as having a pothole repaired, ordering a replacement recycling cart, helping you plan a trip on Miami-Dade Transit, and more.

What other kinds of information does 3-1-1 provide?

The 3-1-1 Answer Center is your partner during hurricane season, yet we can also help you with anything you want to know about local government, including answers to common questions like:

- Who is my Commissioner?
- What is the closest dog-friendly County park near my house?
- Where can I get a Transit Easy Card?
- Where is the nearest Trash and Recycling Center and when is it open?
- When is the next election?
- How do I apply for a Homestead Exemption?
- How can I request a new stop sign at an intersection?

How much will a call to 3-1-1 cost me?

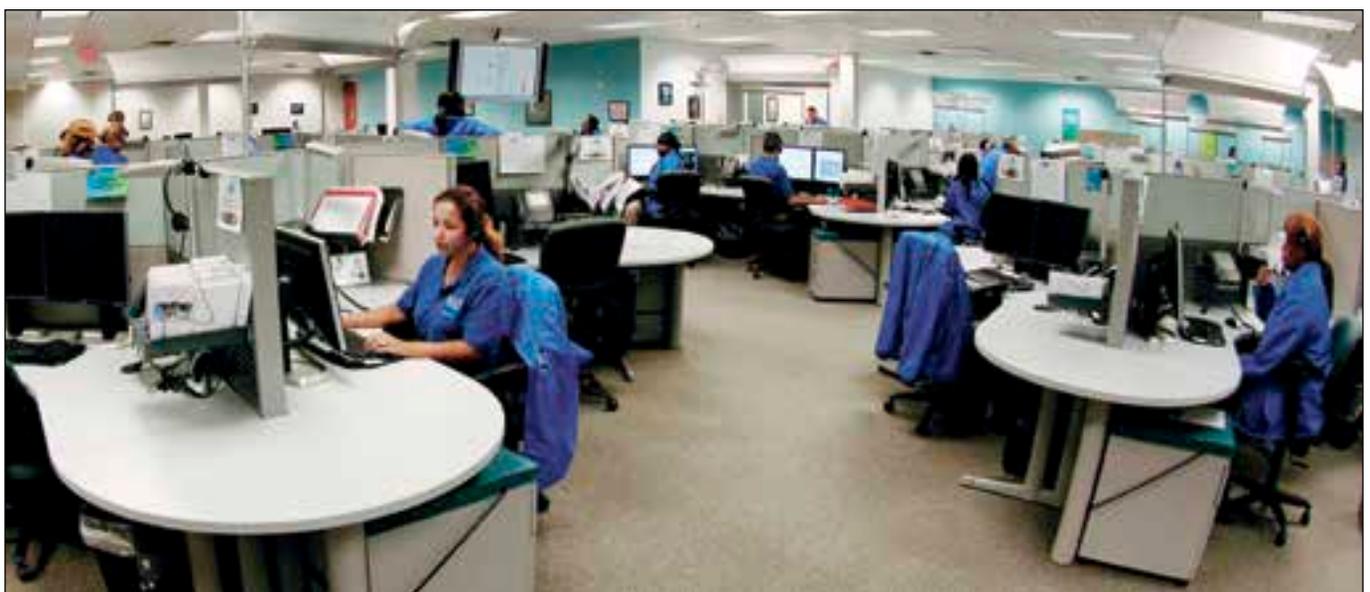
Your call to 3-1-1 is toll free and there is no additional service fee collected by your telephone company. However, pay phone and cellular air time charges will still apply.



As part of your family's preparations before the storm, you can call 3-1-1 for updates on County services.

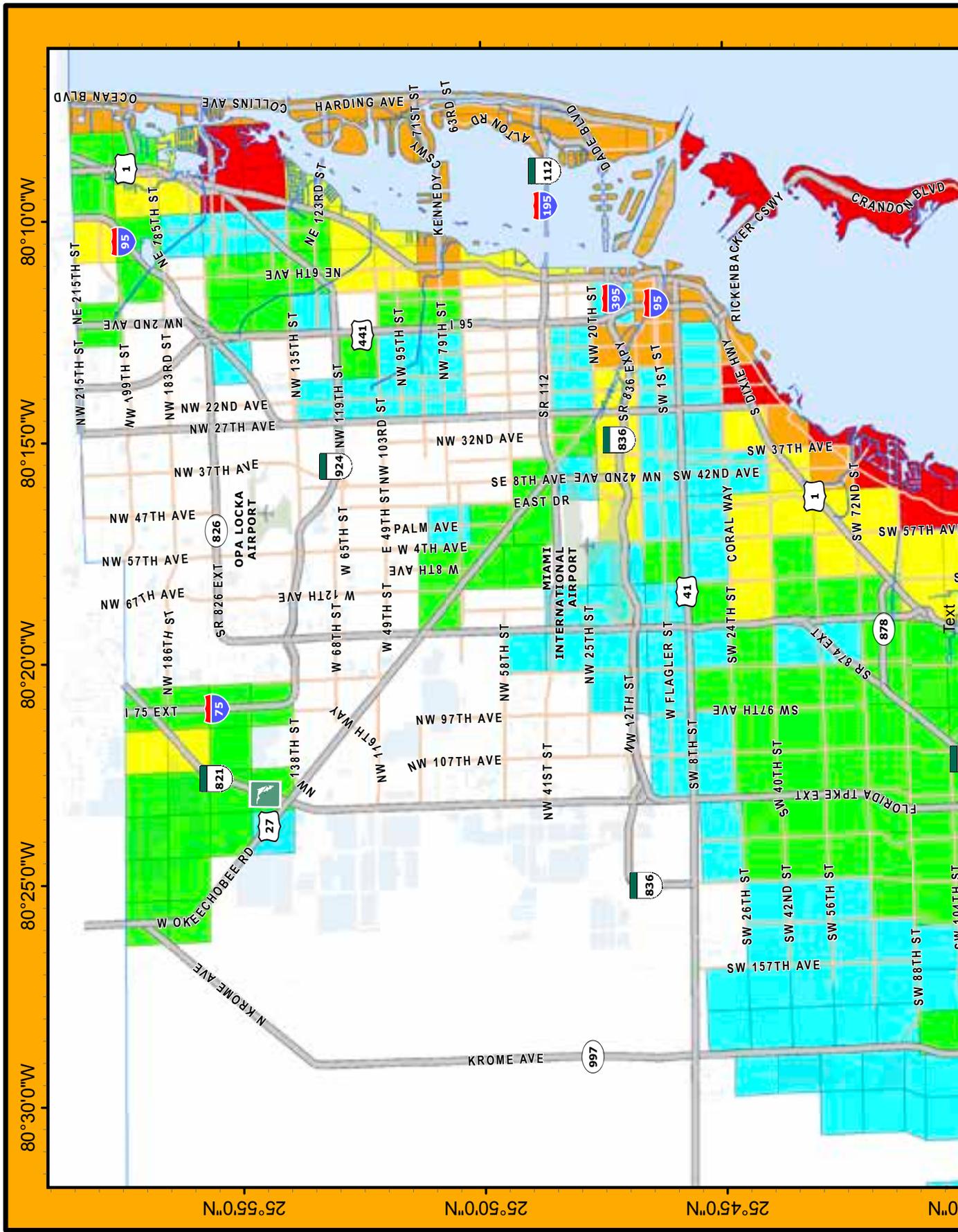
From outside of Miami-Dade County, or if you can't reach us by dialing 3-1-1, call 305-468-5900 or 1-888-311-DADE (3233). For TDD service, call the Florida Relay Service at 7-1-1.

U-verse customers can dial the seven-digit number 305-468-5900 to reach Miami-Dade 3-1-1 local non-emergency assistance. At this time, AT&T is working to add 3-1-1 to U-verse dialing features. ■



Shown here, the 3-1-1 Answer Center is manned by highly-trained staff that can help you with everything from hurricane-related information to planning your next trip on public transit.

Know the Storm Surge Planning Zones



Frequently Asked Questions

How do I find out my Storm Surge Planning Zone?

1. Go to gisweb.miamidade.gov/communityservices, click ok, and enter an address.
2. Call 3-1-1.
3. Review this Storm Surge Planning Zone Map inside this hurricane guide.

My property is fairly elevated and couldn't possibly be touched by storm surge. Why do I have to evacuate?

Emergency Management officials work to prevent putting residents in situations where they would become isolated by water—creating an island and preventing post-storm evacuation or access by first responders.

I have lived in Miami-Dade County my whole life and I have never had to evacuate before. Why now?

Using current technology, we have been able to identify the potential impact of storm surge for thousands of storm scenarios. As a result, we have found that more areas of Miami-Dade County may be at risk for storm surge than previously thought. So we have redefined areas in the County that should plan for evacuation and property protection.

With this in mind, know that we evacuate certain areas to get people away from places where storm surge flooding will occur. There also may be a need to evacuate low lying areas vulnerable to in-land flooding from rainfall.

I live in a mobile home, but we're in a non-evacuation zone. Do we have to evacuate?

Yes, all mobile home residents are required to evacuate when any evacuation order is issued, regardless of their storm surge planning zone. This has not changed from past years. Mobile homes

are considered unsafe to weather even during high-level Tropical Storms.

What should I do to prepare for a hurricane?

Finalize your family's hurricane preparedness plan now. Know your planning zone and be prepared to leave if an evacuation is required.

Who will order an evacuation?

The Miami-Dade County Mayor will order an evacuation based on expected conditions and recommendations from public safety personnel.

I have a disability and do not drive. How will I evacuate if I am told to evacuate? Will the County provide transportation for me?

Yes, the Miami-Dade County Emergency & Evacuation Assistance Program (E&EAP) provides evacuation assistance to those residents who live in a storm surge planning zone and that may require specialized transportation assistance or whose medical needs prevent them from evacuating on their own. You can find out more about this program on page 4 of this guide or online at www.miamidade.gov/fire/evacuation-program.asp.

Will the County provide me with transportation to evacuate?

Yes, Miami-Dade Transit will provide evacuation assistance utilizing designated bus stops. Evacuation pick-up points can be identified by the posted evacuation signs. A list of all evacuation pick-up points can be found at www.miamidade.gov/fire/evacuations.asp.

If an evacuation is ordered, what do I do with my pet?

You may evacuate with your pet to one of the designated Pet-Friendly Hurricane Evacuation Centers located within the County. The opening of Pet-Friendly

Hurricane Evacuation Centers will be determined at the time an evacuation is ordered. More information about Pet-Friendly Hurricane Evacuation Centers can be found at www.miamidade.gov/animals/disaster-preparedness.asp.

Does Miami-Dade County have shelters if we have to evacuate or relocate?

Yes, Miami-Dade County Emergency Management partners with Miami-Dade Public Schools and the American Red Cross to operate Hurricane Evacuation Centers. These Hurricane Evacuation Centers provide a refuge of last resort for individuals who need to evacuate and are unable to make their own sheltering arrangements. A list of potential evacua-

tion centers can be found at www.miamidade.gov/fire/evacuations.asp.

Not every site will open for every evacuation. Please monitor the local radio or television, or call 3-1-1 (TDD 305-468-5402) to find out which centers are open when an evacuation order is announced.

Are evacuation routes identified with signs?

No permanent signs are in place since it is impossible to determine which route would be a safe evacuation route prior to an incident. Information as to safe routes to use would be given along with the evacuation order from the Mayor.



The staff at the Miami-Dade Emergency Operations Center (shown here) coordinates the response during countywide emergencies or disasters.

AFTER

A Hurricane Approaches

Many disaster-related injuries occur in the aftermath of a hurricane. Here are some steps to protect you and your family:

- Remain inside until local authorities say it is safe to go outside. If you must go outside, watch for fallen objects and downed electrical wires.
- Continue to monitor the radio or TV for advice and/or instructions from local government. Call 3-1-1 or go to www.miamidade.gov/publicworks for information on waste collection services and hurricane debris pickups.
- Inspect your home for damage, assuring that it's safe to stay there. Check for gas leaks, if applicable.
- Stay out of affected areas; do not sightsee.
- Obey all curfew and emergency orders when issued.
- Stay away from downed power lines and report them to FPL.
- Do not operate charcoal grills, propane camping stoves or generators indoors. For more tips on generator safety, go to www.miamidade.gov/fire/safety-generators.asp.

Mosquito Control

As a result of rainy, wet conditions following a hurricane, you may see an increase in mosquitoes. Take the following precautions to reduce mosquito breeding:



- Check and empty standing water in children's toys, untreated swimming pools, uncovered boats and watercraft that are not draining water, as well as from trash cans and lids.

Remember the following to avoid mosquito bites:

- Repair screening on windows, doors, porches and patios.
- Avoid being outdoors at dusk and dawn when mosquitoes are more likely to bite.
- Dress in light, long and loose clothing that covers the skin.
- Use insect repellents containing DEET.

- Do not drive or walk through standing water. It may be much deeper than you realize and there may be hidden hazards.



- Place piles of debris on the right-of-way and away from fences, mail-boxes, drains, power lines and low-hanging wires. Do not place debris in vacant lots or in front of commercial properties, nurseries or farmland.
- If you live in an area where residential and commercial uses, particularly plant nurseries, are co-located, do not commingle commercial and residential debris in a single pile; keep them separate.
- If you live on a property that is not adjacent to a public road right-of-way, do not move debris to the nearest right-of-way until instructed to do so by the County.
- Contact your insurance agent. Take pictures of damage. Keep good records of repair and cleaning costs.

Flooding Tips

Following a hurricane or storm, if area flooding is affecting the interior of your property, contact the County's Flood Complaint hotline at 305-372-6466 to report it. If the flooding is affecting the roadway only, call 3-1-1.

Downed Traffic Signs, Signals and Street Lights

Residents are encouraged to call 3-1-1 to report any traffic signs, traffic signals or street lights that have been physically damaged following a hurricane.

- If you live in a gated community, do not remove debris from your property to a staging site within the community or to a public road right-of-way adjacent to the community until instructed to do so by the County.
- Be patient and careful. Cleanup after a storm can take time.
- Report lost or damaged garbage or recycling carts for replacement by calling 3-1-1.
- Discard any refrigerated food that you suspect is spoiled.
- If you want to support relief efforts being done in other affected areas, monetary donations to established voluntary organizations (such as the American Red Cross) is the primary way to help.

Enfòmasyon en Kreyòl

Prepare Nou Pou Sezon Siklòn Lan

Ale jete branch bwa nou koupe yo ak lòt fatra kay yo anvan yon menas tanpèt. Rele 3-1-1 oswa vizite www.miamidade.gov/environment/hurricanes.asp pou plis enfòmasyon.



Asistans pou Evakyasyon Ijans

Pou enskri pou Pwogram Asistans pou Evakyasyon Ijans lan, tanpri rele 3-1-1.

Pandan yon Avètisman Siklòn

Pa koumanse ni netwaye ni plase fatra sou twotwa. Sant Fatra ak Sant Resiklaj yo (sig Angle TRC) va asepte fatra, depi kondiyon meteyolojik la pèmèt. Rele 3-1-1 oswa vizite www.miamidade.gov/publicworks/trash-recycling.asp pou jwenn adrès yo.

Yo sispann sèvis ranmase fatra, debri ak resiklaj pandan yon alèt. Mete kabwèt vèt fatra ak kabwèt ble resiklaj yo anabri nan pyès ki gen aparèy menaje yo oswa nan garaj la.



Apre Yon Siklòn

- Tcheke medya lokal yo, rele 3-1-1 oswa vizite www.miamidade.gov pou enfòmasyon sou sèvis ranmasaj fatra ak ranmasaj debri siklòn yo.
- Pote ti kantite debri siklòn lan ale nan yon TRC (depotwa). Mete ti pil gwo debri nan lari a, lwen baryè, bwat postal, tiyo drenaj, kab elektrik ak fil kouran ki pandye ba. Pa mete debri nan teren vid oswa devan pepinyè yo, ak fèmye yo.
- Rapòte kabwèt vèt fatra oswa kabwèt ble resiklaj ki kraze oswa pèdi pou jwenn ranplasman.
- Pran pasyans. Fè atansyon. Netwayaj apre yon tanpèt pran tan.

Yon lis pwovizyon nesèsè anka dezaz byen detaye sou sitwèb:

www.miamidade.gov/oem ou
www.readysouthflorida.org ou
<http://youtu.be/3WVkbLTeUo>.

Información en Español

Prepárese para la temporada de huracanes

Retire los recortes de la poda de árboles antes de una advertencia de tormenta. Llame al 3-1-1 o visite www.miamidade.gov/environment/hurricanes.asp para obtener más información.



Programa de Asistencia para Evacuaciones de Emergencia

Para inscribirse en el Programa de Asistencia para Evacuaciones de Emergencia, por favor llame al 3-1-1.

Durante una advertencia o amenaza de huracán

No podes los árboles, no realice actividades de limpieza ni coloque la basura junto a la acera. Los Centros de Basura y Reciclaje (TRC, por sus siglas en inglés) aceptarán basura mientras las condiciones del tiempo lo permitan. Llame al 3-1-1 o visite www.miamidade.gov/publicworks/trash-recycling.asp para averiguar la dirección y el horario de cada TRC.



Los servicios de basura y reciclaje se suspenden durante una advertencia de huracán, así

que guarde los carritos de basura y de reciclaje en su casa.

Después de un huracán

- Siga las noticias en los medios de comunicación locales, llame al 3-1-1 o visite www.miamidade.gov para obtener información acerca de los servicios de recolección de basura o ramas y otros objetos esparcidos por los vientos de la tormenta.
- Lleve pequeñas cantidades de ramas y otros objetos esparcidos por los vientos del huracán a un TRC. Coloque grandes cantidades de ramas y otros objetos esparcidos por los vientos del huracán en la acera, pero lejos de cercas, buzones de correo, cañerías de desagüe, cables eléctricos y cables a baja altura. No coloque ramas ni otros objetos en terrenos desocupados ni frente a establecimientos comerciales, viveros o tierras de labranza.
- Avise si se dañaron sus carritos de basura o de reciclaje para que los reemplacen.
- Tenga paciencia y cuidado. Las tareas de limpieza después de una tormenta pueden llevar tiempo.



Puede encontrar una lista detallada de suministros para catástrofes en la página web: www.miamidade.gov/oem o www.readysouthflorida.org o <http://youtu.be/UgeEnVgeyR8>.

- - - - - In case of a hurricane - - - - -

TAKE YOUR PETS WITH YOU

Hurricane season runs June 1- November 30.
Be sure to include your pets in your disaster preparedness planning.

If you're riding out the storm in the home of a family member, friend or neighbor, take your pets with you. If you can't take your pet with you, Miami-Dade County offers Pet-Friendly Evacuation Centers for residents living in qualified evacuation zones, unsafe structures or mobile homes.

For tips on how to ensure the safety of your pets before, during and after a disaster, and to learn more about Pet-Friendly Evacuation Centers visit animals.miamidade.gov or call 3-1-1.



**CONNECT.
ADOPT.
LOVE.**

**MIAMI-DADE
COUNTY**

Phone Numbers & Websites

9-1-1 Emergencies

3-1-1 Government Information

Toll-free outside Miami-Dade County
1-888-311-DADE (3233)
For TTY/TDD call Florida Relay, dial 7-1-1
For AT&T U-verse customers, dial 305-468-5900

2-1-1 Family Social Services

TTY: 305-644-9449

Florida Power and Light

1-800-4-OUTAGE (800-468-8243)
7-1-1 Hearing Impaired

Federal Emergency Management Agency (FEMA)

1-800-621-FEMA (3362)
TDD: 800-462-7585
www.fema.gov

Miami-Dade Office of Emergency Management

www.miamidade.gov/oem

AT&T

1-888-757-6500
TTY: 1-800-855-2880
6-1-1 (repairs)

American Red Cross

305-644-1200
www.redcross.org/fl/miami

Poison Control Help Line

800-222-1222

Family and Friends

Discuss Your Family Emergency Plan

Your family may not be together when disaster strikes, so it is important to know how you will contact one another, how you will get back together and what you will do in case of an emergency.

To request a Hurricane Readiness Guide in an alternate format such as Braille or large print, please call 3-1-1 or send an e-mail to eoc@miamidade.gov.

Five Reasons to get Miami-Dade Emergency Alerts

REASON 5:
If it snows in Miami again, you won't miss it.



REASON 4:
When was the last time you actually watched the news?



REASON 3:
Your phone can do so much more than this.

REASON 2:
You need better excuses for being late.



REASON 1:
Be a step ahead of zombies.



You don't have to know all the answers, just how to get them.

Dial 3-1-1
www.miamidade.gov

When is my recycling day?

Where's the closest library?

How do I report a pothole?

Has someone found my dog?