

# ARE YOU READY?

**Hurricane Season**  
**June 1 – November 30**

## **Your 2016 Guide to Hurricane Readiness**

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

# It's All About Preparedness

Dear Fellow Residents:

Miami-Dade County is home to some of the most beautiful beaches in the world and along with desirable weather our world-class community is now home to 2.7 million residents and millions of visitors who enjoy all we have to offer. But living in paradise also means we must be vigilant and prepared for hurricanes and other tropical weather.

The 2016 hurricane season runs from June 1 through November 30. We must all be prepared in the event our community is threatened by a major storm.

Miami-Dade County continues to have a state-of-the-art Emergency Operations Center to help us through all types of emergency situations. Yet, it's ultimately up to each and every resident to be prepared for the possibility of a hurricane. Making a hurricane plan ahead of time, including arrangements for your pets, and stocking up on vital supplies and medications, will go a long way toward helping you and your loved ones stay safe in the event of a storm.

In addition to our ongoing preparation for hurricanes and tropical weather, Miami-Dade County continues to adapt to the effects of climate change and sea level rise. The Office of Emergency Management works closely with the Office of Resilience to ensure the adaptations to climate change and sea level rise are incorporated to our hurricane preparedness and recovery efforts.

Please take some time to read this guide before hurricane season begins. It is full of valuable information that will help you plan ahead to protect your family and property.

If you need additional information, please call the Miami-Dade County Contact Center at 311, or visit [www.miamidade.gov](http://www.miamidade.gov) where the most up-to-date information about all County operations and services can be found. If you are active on social media, please follow Miami-Dade County, Miami-Dade Office of Emergency Management and Mayor Carlos A. Gimenez on Twitter and Facebook for suggestions to better prepare for the 2016 hurricane season.

Finally, please make sure that you and your family are informed and ready for the 2016 hurricane season. Get a kit. Make a plan. Stay informed.

Thank you for doing your part to keep our community safe and prepared.

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 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.*



- - - - - 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](http://animals.miamidade.gov) or call 311.



**CONNECT.  
ADOPT.  
LOVE.**

**MIAMI-DADE  
COUNTY**

# About Evacuation

If a hurricane evacuation is ordered, residents are encouraged to stay with family members or friends in an inland, non-evacuation area. 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 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

## Evacuation Center Accessibility

All Miami-Dade County 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 (EEAP)** 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 311**, apply online or download the application at [www.miamidade.gov/fire/eeap.asp](http://www.miamidade.gov/fire/eeap.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 311** or go online at [www.miamidade.gov/animals/disaster-preparedness.asp](http://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](http://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](http://www.miamidade.gov/oem) or [www.readysouthflorida.org](http://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 Solid 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 311 or visiting [www.miamidade.gov/solidwaste/bulky-waste.asp](http://www.miamidade.gov/solidwaste/bulky-waste.asp). Remember, you must schedule your pickup first before placing trash on 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](http://www.miamidade.gov/environment/hurricanes.asp) or call 311.



**Correct**



**Wrong**

**If you do not receive waste collection services from Miami-Dade County, please contact your city for 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 resevwa 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](http://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](http://www.miamidade.gov) or call 311 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](http://www.miamidade.gov/fire/consumer-survival-kit.asp).

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# 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](mailto:cert@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.

I was stuck in traffic

My alarm clock broke

I had a flat

➔ **REASON 1:**  
Be a step ahead of zombies.



Sign up today at  
[www.miamidade.gov/alerts](http://www.miamidade.gov/alerts)





# About Storm Surge Planning Zones

Emergency Management officials have 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**

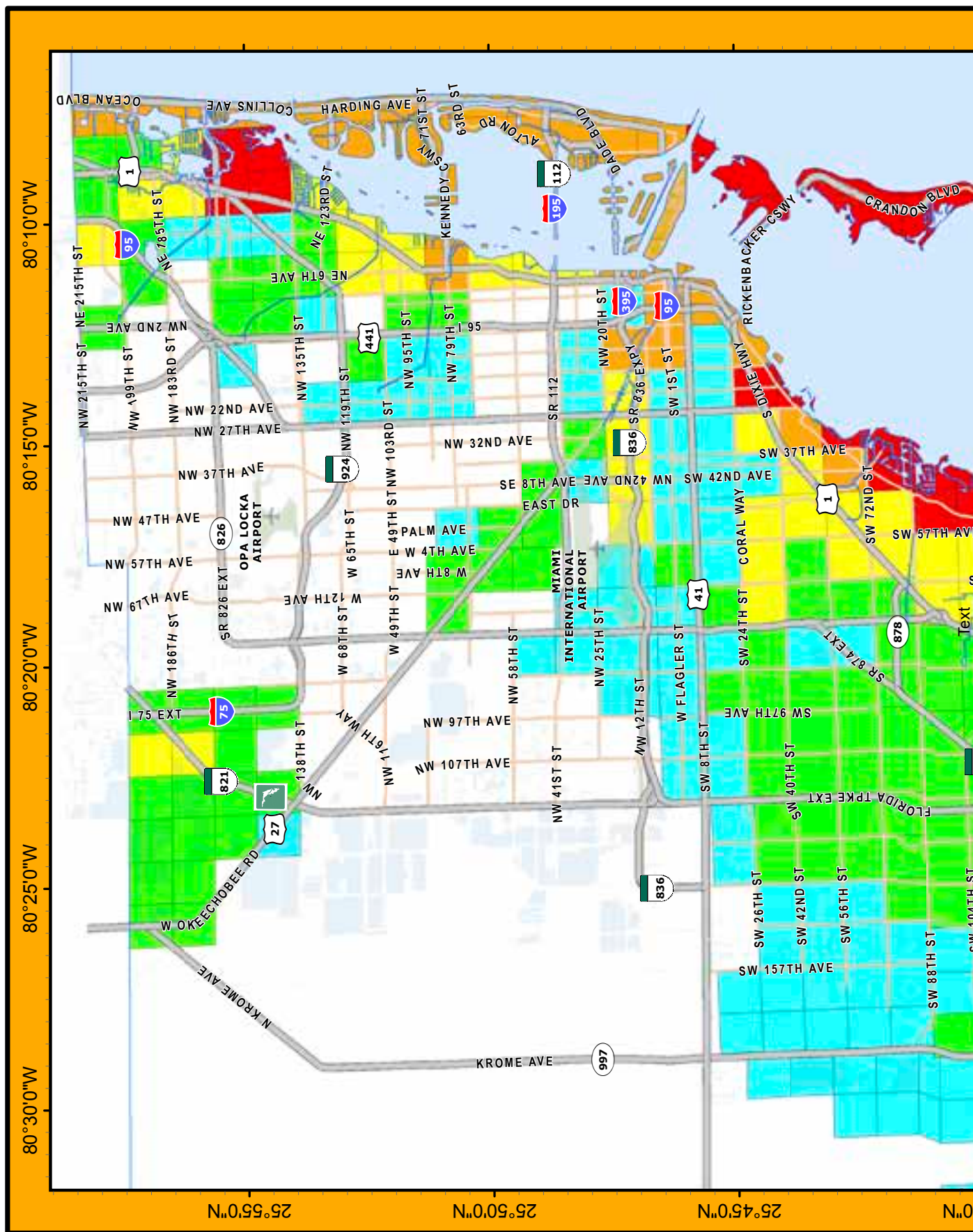
A Storm Surge Planning Zone is an area that could potentially be affected by a storm surge of 1.5 feet or higher during a hurricane. The Storm Surge Planning Zones indicated on the enclosed map identify those areas whose residents may have to evacuate or “shelter-in-place,” so these residents are advised 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.



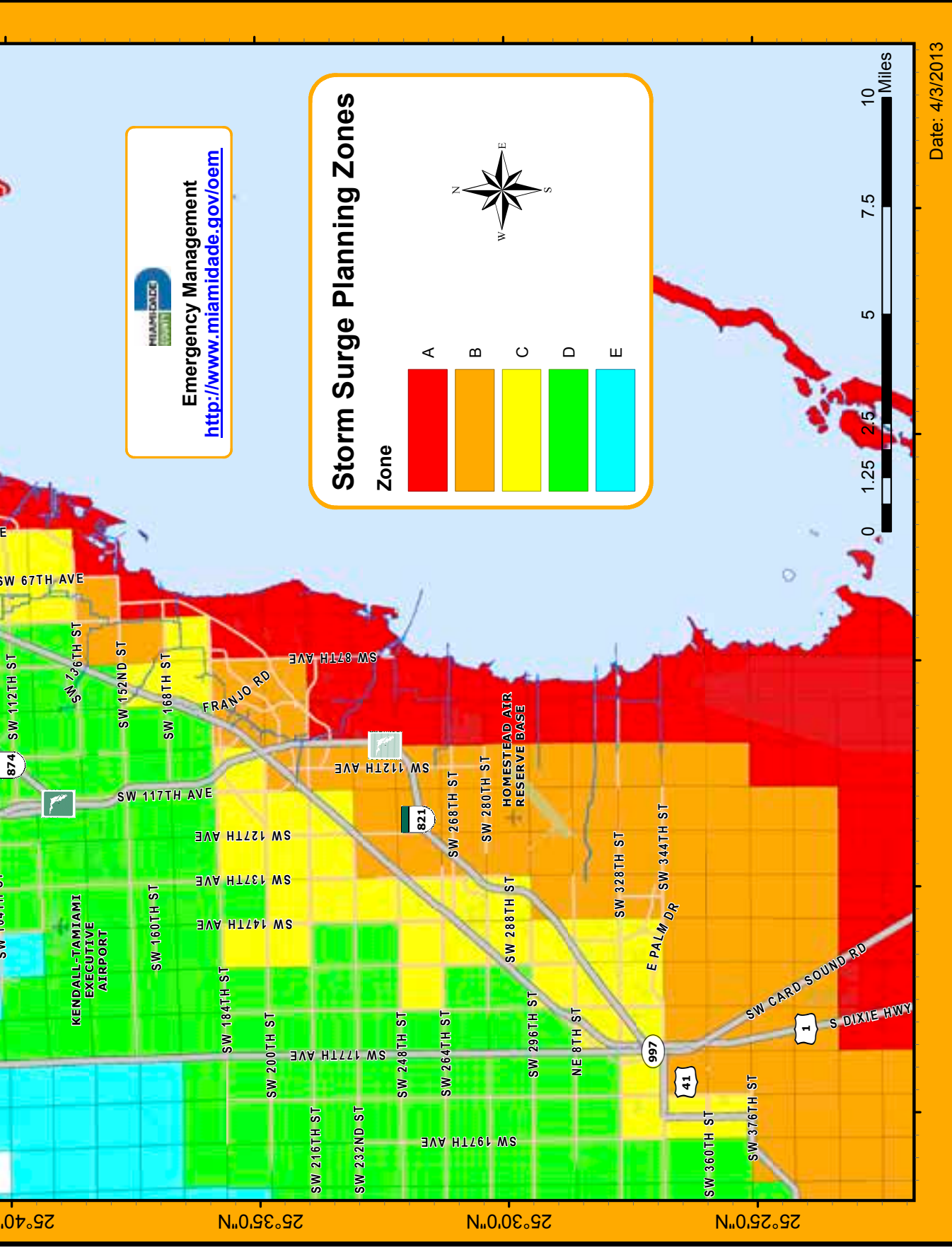
It is very important to note that the exact areas to be evacuated for an approaching hurricane will depend on the strength of the storm and where it is coming from, as well as the forward speed. Each storm is different and the zones under an evacuation order may be adjusted. **There is no single storm 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](http://www.miamidade.gov/alerts).

# Know the Storm Surge Planning Zones







Date: 4/3/2013

Not sure if you live in a Storm Surge Planning Zone? Enter your address at <http://gisweb.miamidade.gov/communityservices> to find out.

### Storm Surge

Upon identification of a threat, each zone (or portions of a zone) will be evacuated depending on the hurricane's track and projected storm surge, independent of the hurricane's category.



# 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 311 or go to [www.miamidade.gov/publicworks](http://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](http://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 or in a gated community, 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 311.

### Downed Traffic Signs, Signals and Street Lights

Residents are encouraged to call 311 to report any traffic signs, traffic signals or street lights that have been physically damaged following a hurricane.

- Be patient and careful. Cleanup after a storm can take time.
- Report lost or damaged garbage or recycling carts for replacement by calling 311.
- 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 311 oswa vizite [www.miamidade.gov/environment/hurricanes.asp](http://www.miamidade.gov/environment/hurricanes.asp) pou plis enfòmasyon.



### Asistans pou Evakyasyon Ijans

Pou enskri pou Pwogram Asistans pou Evakyasyon Ijans lan, tanpri rele 311.

### 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 kondiyson meteyolojik la pèmèt. Rele 311 oswa vizite [www.miamidade.gov/solidwaste/trash-recycling.asp](http://www.miamidade.gov/solidwaste/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 311 oswa vizite [www.miamidade.gov](http://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 kaze oswa pèdi pou jwenn ranplasman.
- Pran pasyans. Fè atansyon. Netwayaj apre yon tanpèt pran tan.

Yon lis pwovizyon nesesè anka dezaz byen detaye sou sitwèb:

[www.miamidade.gov/oem](http://www.miamidade.gov/oem) ou  
[www.readysouthflorida.org](http://www.readysouthflorida.org) ou  
<http://youtu.be/3WVkbLTUo>.

# 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 311 o visite [www.miamidade.gov/environment/hurricanes.asp](http://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 311.

## Durante una advertencia o amenaza de huracán

No pade 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 311 o visite [www.miamidade.gov/solidwaste/trash-recycling.asp](http://www.miamidade.gov/solidwaste/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 311 o visite [www.miamidade.gov](http://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](http://www.miamidade.gov/oem) o [www.readysouthflorida.org](http://www.readysouthflorida.org) o <http://youtu.be/UgeEnVgeyR8>.



# 311 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 311 Contact Center conveniently connects 2.7 million residents and visitors directly to Miami-Dade County government. Year round, 311 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 311 to schedule a bulky waste pickup for assistance with disposing of yard trash.
- If evacuation becomes necessary, a 311 Call Specialist can direct you to the nearest evacuation route or center.
- After a storm, you can call 311 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 311, and when do I use 911?**

There's a big difference between the two numbers. 911 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 911 to report a crime in progress or suspicious activity.

Call 311 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 311, residents get non-emergency assistance while helping to free up 911 phone lines for emergency calls.

If you're not sure whether your situation is a true emergency, officials recommend calling 911 and letting the call-taker determine whether you require emergency assistance.

## **Will 311 Call Specialists be able to respond in other languages?**

By dialing 311, residents can speak one-on-one with a 311 Call Specialist in English, Spanish, or Haitian Creole. Whichever of these three languages you prefer to use, know that your 311 Call Specialist is highly trained and fluent in customer service.

311 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 311 provide?

The 311 Contact 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 311 cost me?

Your call to 311 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 311 for updates on County services.*

From outside of Miami-Dade County, or if you can't reach us by dialing 311, call 305-468-5900 or 1-888-311-DADE (3233). For TDD service, call the Florida Relay Service at 711.

U-verse customers can dial the seven-digit number 305-468-5900 to reach Miami-Dade 311 local non-emergency assistance. At this time, AT&T is working to add 311 to U-verse dialing features.



*Shown here, the 311 Contact 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.*

# Frequently Asked Questions

## **How do I find out my Storm Surge Planning Zone?**

- Go to [gisweb.miamidade.gov/communityservices](http://gisweb.miamidade.gov/communityservices), click ok, and enter an address.
- Call 311.
- 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 inland 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 (EEAP) 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 5 of this guide or online at [www.miamidade.gov/fire/eeap.asp](http://www.miamidade.gov/fire/eeap.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](http://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 Evacuation Centers located within the County. The opening of Pet-Friendly Evacuation



Centers will be determined at the time an evacuation is ordered. More information about Pet-Friendly Evacuation Centers can be found at [www.miamidade.gov/animals/disaster-preparedness.asp](http://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 Evacuation Centers. These 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 evacuation centers can be found at [www.miamidade.gov/fire/evacuations.asp](http://www.miamidade.gov/fire/evacuations.asp).

Not every site will open for every evacuation. Please monitor the local radio or television, or call 311 (TDD 711) 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 will be given along with the evacuation order from the Mayor.



*The staff at the Miami-Dade Emergency Operations Center coordinates the response during countywide emergencies or disasters.*

# Phone Numbers & Websites

## 911 Emergencies

## 311 Government Information

Toll-free outside Miami-Dade County  
1-888-311-DADE (3233)  
For TTY/TDD call Florida Relay, dial 711  
For AT&T U-verse customers, dial 305-468-5900

## 211 Family Social Services

TTY: 305-644-9449

## Florida Power and Light

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

## Federal Emergency Management Agency (FEMA)

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

## Miami-Dade Office of Emergency Management

[www.miamidade.gov/oem](http://www.miamidade.gov/oem)

## AT&T

1-888-757-6500  
611 (repairs)

## American Red Cross

305-644-1200  
[www.redcross.org/fl/miami](http://www.redcross.org/fl/miami)

## Poison Control Help Line

800-222-1222

## Family and Friends

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### 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 311 or send an email to [eoc@miamidade.gov](mailto:eoc@miamidade.gov).**

L I S T E N

# Everyone Needs Someone to Talk To

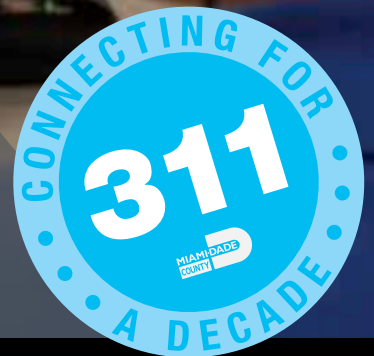
OVER THE LAST 10 YEARS WE'VE BEEN LISTENING

**SINCE 2005**

**23 MILLION**  
calls answered

**2 MILLION**  
county service requests fulfilled

**150,000**  
emails answered



## Other ways to connect

DOWNLOAD THE 311DIRECT MOBILE APP FOR IOS AND ANDROID



@MIAMIDADE311 • MIAMIDADE.GOV/311 • 311@MIAMIDADE.GOV