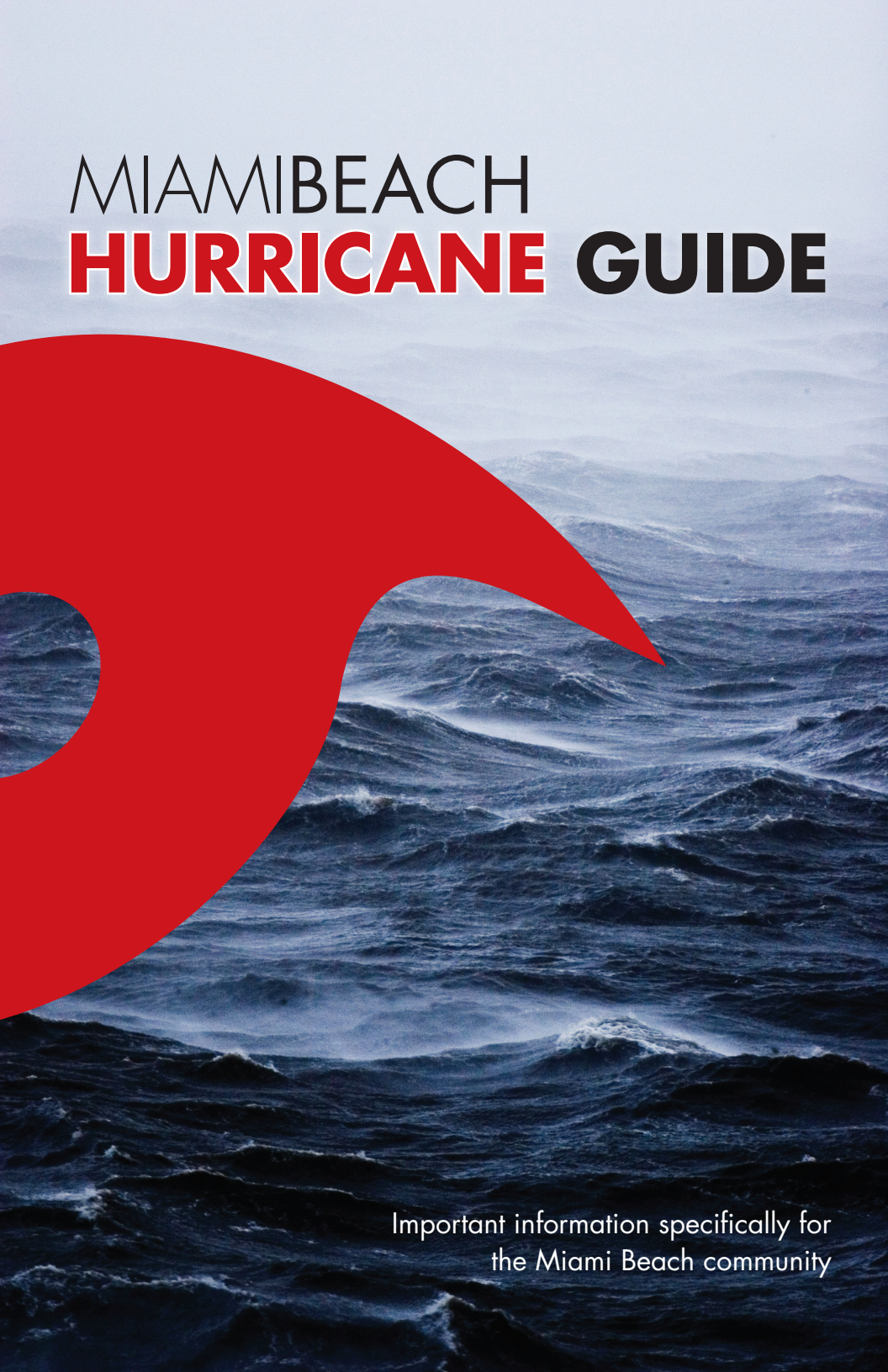
MIAMIBEACH HURRICANE GUIDE



Important information specifically for the Miami Beach community

MIAMIBEACH

MAYOR

Philip Levine

COMMISSIONERS

Joy Malakoff

Kristen Rosen Gonzalez

Ricky Arriola

Michael Grieco

Micky Steinberg

John Elizabeth Alemán

CITY MANAGER

Jimmy L. Morales

CITY ATTORNEY

Raul Aguila

CITY CLERK

Rafael E. Granado

We are committed to providing excellent public service and safety to all who live, work and play in our vibrant, tropical, historic community.

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MESSAGE FROM THE CITY MANAGER

Given South Florida's storm history and the location of our barrier island, Miami Beach is highly vulnerable to hurricanes. The question is not IF Miami Beach will experience a hit from a hurricane, but WHEN.

Beginning each June 1st, we spend half the year vigilant and ready, with the understanding that a storm can hit anytime of the year. The City of Miami Beach has plans, personnel and resources in place to weather the storm, but it is up to each and every member of the community, including residents and businesses, to prepare and take all the precautions necessary to keep as safe and secure as possible. This guide contains what you need to know to plan and prepare for hurricanes. Have a plan, know how to implement it, and remain informed. A well thought-out hurricane plan can help you prepare for other natural or manmade disasters. Preparing now can save time, stress and even lives.

– Jimmy L. Morales

GENERAL INFORMATION

Hurricane Season

The Atlantic hurricane season is officially from June 1 to November 30. Over 97% of tropical activity occurs in these six months, but hurricanes have occurred in every month of the year. According to the National Oceanic and Atmospheric Association (NOAA), the most common month for hurricanes is September. Bottom line: We should be prepared year-round.

Tropical Climate – Know your weather

TROPICAL DEPRESSION An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds of 38 mph (33kt) or less.

TROPICAL STORM An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of 39 – 73 mph (34 – 63 kt).

HURRICANE An intense tropical weather system of strong thunderstorms with a well-defined surface circulation and maximum sustained winds of 74 mph (64 kt) or higher. In other parts of the world, the word hurricane is synonymous with typhoon and cyclone.

Forecasts

Monitor weather reports frequently and heed the advice of local officials during hurricane season. Tropical systems can speed up, change direction and intensify without warning. You can get information via email and social media as well as over traditional broadcast methods.

The following terms are used by weather forecasters to describe the strength and probability/proximity of a storm from hitting a specific destination

HURRICANE WATCH A hurricane may strike your area within **48** hours.

HURRICANE WARNING A hurricane is expected to strike your area within **36** hours.

THE SAFFIR-SIMPSON SCALE is a 1 – 5 rating based on the hurricane's peak wind speed.

Saffir-Simpson Scale (Hurricane Intensity Scale)
Category 1: Sustained winds of 74-95 mph **Surge**: 4-5 feet
Category 2: Sustained winds of 96-110 mph **Surge**: 6-8 feet
Category 3: Sustained winds of 111-130 mph **Surge**: 9-12 feet
Category 4: Sustained winds of 131-155 mph **Surge**: 13-18 feet
Category 5: Sustained winds of 156+ mph **Surge**: 19+ feet

BEFORE A STORM

REGISTRATIONS

Special Needs

Residents who may require specialized transportation, whose medical needs prevent them from evacuating on their own or who may require evacuation assistance must pre-register with the Miami-Dade County Emergency Evacuation Assistance Program immediately. To register or update your information, log on to http://www.miamidade.gov/fire/eeap-program-page.asp OR call 311. If you have family members or people close to you who are in need of this assistance, please make sure they register through this voluntary program.

Condominium Re-entry Program

The Condominium Re-Entry Program allows pre-registered condominium managers or those designated parties who are responsible for damage assessment and building security/safety to re-enter Miami Beach when re-entry notification is issued. Condo Associations may register for the hurricane re-entry by logging on to www.miamibeachfl.gov/oem.

For more information, contact the City of Miami Beach Department of Emergency Management at 305.673.7736.

STAY INFORMED

E-mail

Subscribe now for e-mail notifications about significant emergency and other events affecting you and your neighborhood: Go to www.miamibeachfl.gov and click on the mailbox at the bottom left.

Text Message

Follow @MiamiBeachNews on Twitter.com and turn on mobile notifications.

Phone/Cellphone

The City of Miami Beach may utilize its emergency call-notification system to reach primary phone lines within the city to provide important information in the event of an emergency. To register your phone with this service, please visit the City's website and search "emergency notification system."

Social Media

www.facebook.com/cityofmiamibeach
www.twitter.com/miamibeachnews
www.YouTube.com/cityofmiamibeach.

Apps/Radio

Download the free Miami Beach e-Gov app to report problems and receive information. Also, tune-in to 1670AM.

Preparation Plan

Miami Beach residents and businesses are urged to develop a disaster preparedness plan before an emergency strikes. Know where you will stay when you evacuate, how you will get there, and what supplies you will take. Prepare an emergency supply kit for evacuation and for your return (a minimum of three days of food and water). Consider the needs of elderly and infant family members and pets.

- ☐ Make prior arrangements to shelter with friends or relatives living in a non-evacuation area or check into a hotel located inland; or, as a last resort only, use a public shelter (see page 12 for evacuation bus pick-up sites). Make sure that you take proper Miami Beach identification with you; you will need it to re-enter the city.
- ☐ Send a list of friends' and neighbors' telephone numbers and copies of important papers to family members in another city.
- ☐ Tell family, neighbors, and service agencies where you will stay in an emergency.
- ☐ Have a transportation plan for emergencies.
- ☐ If necessary, register with Miami-Dade County's Special Needs Evacuation Assistance Registry (see page 4)
- ☐ Review your insurance policies to ensure that you are fully covered. Insurers cease issuing policies when tropical systems are within a certain distance.
- ☐ Make arrangements with a kennel or friend to care for your pets. There are two shelters that will accept pets (see page 10), but you should make other arrangements.
- ☐ Have a plan to secure your boat (see page 7) or take it elsewhere.
- ☐ Inventory and take photos of your property and valuables, and store these photos and other important documents in a waterproof container and take with you when evacuating.
- ☐ Practice your Disaster Plan.

Quick Home Inspection

The following should be done well in advance, not when a storm is approaching.

- ☐ Inspect your roof
- ☐ Prune trees well in advance of hurricane season. You don't want to create debris when a storm is near. Make sure branches don't touch your roof or powerlines.
- ☐ Review your insurance policies for proper coverage.
- ☐ Check your shutters (practice installing them, especially if you bought a new home or new shutters)
- ☐ Test your generator and chainsaw for proper operation. Know the safety precautions: http://www.miamidade.gov/fire/safety-generators.asp.

Businesses

Our weather can be very unpredictable. Strong storms can develop very quickly, even if they don't develop into hurricanes. Public safety is paramount. If you receive information from the City of Miami Beach advising that your business should take certain preventative actions, such as pulling in umbrellas, tables and chairs, or rolling in awnings, please pay heed to the direction. The City advises that you take an abundance of caution in ensuring that your business and your patrons are safe. Because of the uncertainty of weather developments, decisions may be made asking the business community to make preparations even though storm warnings have not been issued. Please understand that this is in the interest of public safety. When a hurricane warning is issued, Code Compliance Officers and Police personnel will enforce compliance. Remember, once a hurricane warning is issued, you have 36 hours to prepare your business and your home for impact. Being prepared as early as possible can make the difference between secured property and destructive damage.

- ☐ Have multiple back-ups of critical data and, if possible, store that off premises.
- ☐ Checks, titles and financial information should be stored in water-tight containers, or off-premises.
- ☐ If a storm is imminent, protect computer and electronic equipment by wrapping it in plastic and pulling it away from windows.
- ☐ Allow employees adequate time to prepare themselves and their homes.
- ☐ Keep emergency contact information for all personnel, and keep it current.

Trees

No tree is immune to storm damage, but with proper pruning, you can reduce the risk. Remember that you must obtain a permit to prune and/or remove certain trees. View the City's Codes online at miamibeachfl.gov or call Public Works at 305.673.7080 for more information.

Have your trees inspected by an International Society of Arboriculture certified arborist to see if your trees need pruning; you can find a certified arborist on www.isa-arbor.com . Do this as soon as possible, because they will be increasingly busy as the hurricane season approaches. It is the responsibility of the tree trimmer to remove all branches and debris from your residence when the job is finished. If you prune the trees yourself, be sure to dispose of organic waste properly (see bundle guidelines for residential and/or commercial property at miamibeachfl.gov/publicworks/sanitation). Most importantly, do it now; once a storm is on its way, it is too late to prune.

Boats

Prepare to move your boat when a hurricane is likely, even before a Hurricane Watch is issued. If you wait too long to relocate the boat, bridges may be locked down and you may not be able to get your boat and yourself to safety. Be advised that high-rise storage racks can be toppled by a storm's high winds. If possible, put your boat on a trailer and take it further inland. If you must leave your boat in water, make sure it is securely anchored, secure extra lines and add chafe protection. Check with your local marina for more advice.

Roof and Gutters

Inspect your roof for proper overflow drainage, especially on flat roofs. Make sure that all drains and gutters are clear of debris. Clogged drains will cause water to pool up on roofs and cause extensive damage. Check for loose rain gutters and drain spouts and secure them.

Get Ready to Evacuate

Prepare for a hurricane as early as possible.

Once a storm's path is forecasted to land near South Florida, begin to monitor information about the storm and prepare for an evacuation. Fill up your vehicle with gasoline before evacuating and be sure to have extra cash in the event of power outage.

Miami Beach is in an evacuation zone. Be aware when an evacuation order is issued. If an evacuation order is issued to include the City of Miami Beach, the entire city must evacuate. The County determines evacuation zones, for the most part, on flooding and storm surge risks. Log on to http://www.miamidade.gov/fire/evacuation-zones.asp for more information on storm surge planning zones.

Before Evacuating, Secure Your Home, Condo, Apartment or Business

- ☐ Take down and bring in any signs, tables, garbage cans, plants, furniture, umbrellas, and other loose and/or unsecured structures from outdoors, including all balconies.
- ☐ Board up windows and glass doors. (**DO NOT TAPE WINDOWS** and do not leave any windows or doors ajar).
- ☐ If you live in an apartment or condo, securing your windows and doors will minimize damage to your unit; however, unsecured windows and doors of neighboring units can cause damage to your unit too. Please keep this in mind when preparing your home or apartment unit before evacuating.
- ☐ Fill medical prescriptions.
- ☐ Fill propane gas and car gasoline tank.
- ☐ Secure boats and relocate according to your predetermined boat plan.
- ☐ Unplug TV/computer and bring antenna and satellite dish inside.
- ☐ Add extra chlorine to your pool.
- ☐ Turn off electricity to pool equipment and cover pump.
- ☐ Move furniture and electronics away from windows and cover with plastic.
- ☐ Pull curtains, blinds and shutters.
- ☐ Turn your refrigerator to its coldest setting if you choose to leave it on.
- ☐ Place valuables in waterproof containers and store in high place.
- ☐ Turn off gas appliances at shut-off valve inside the house.
- ☐ Turn off water valve at your property.
- ☐ Turn off breakers to major appliances/electronics to avoid a power spike when electricity is restored.

Two-week supply of food/drink

Maintain a *two-week supply* of food and drink for when you return to the city after a storm. Keep it as a part of your emergency preparedness kit (page 9). Include the following items:

- o Water and ice
- o Special dietary needs items
- o Small containers of canned meats, fruits, soups, etc.
- o Dry cereal and crackers
- o Granola/cereal/protein bars, nuts, peanut butter
- o Bread
- o Canned or bottled juices
- o Dry or non-refrigerated milk
- o Baby food/formula (if applicable)
- o Pet food

Personal & Family Emergency Preparedness Kit

Keep a kit at your home with the following suggested items in it. Some of these items will be needed to secure your home; some you will take with you when you evaucate; and others will be needed once the storm has passed and you are allowed to re-occupy your home.

- Radio/TV/Fan (battery-powered)
- Flashlight(s)
- Batteries
- Can opener
- Matches or lighter
- Two-week food & drink supply (see page 8)
- Prescription medicines (one month's supply)
- Baby diapers and incontinent pads (if applicable)
- First-aid kit
- Spare keys to home and vehicles
- Tools (hammer, screw driver, pliers, and nails)
- Maps of the city, county, and state
- Toiletries
- Plastic garbage bags
- Zip lock bags
- Paper plates
- Napkins or paper towels
- Disposible eating utensils
- Toilet Paper
- Emergency cooking facilities
- Sternos
- Propane for gas BBQ grills
- Lantern
- Fuel (stored in an approved container outside)
- Fire extinguisher
- Bleach (without lemon or any other additives)
- Water purification tablets
- Rain gear (clothing and shoes)
- Seasonal clothing for a few days
- Blanket and pillows
- Mosquito/insect repellant and killer
- Sunscreen
- Also consider: rope, an inflatable raft, life preservers, a tarp, sleeping bags and blankets, duct tape, and mosquito netting.

Pet Kit

- Pet(s) should have proper ID (microchip, collar with tag, tattoo) including name, address and phone number
- Up-to-date veterinarian records (vaccinations, medical history, any existing medical conditions with prescriptions, proof of ownership, current photos) *Updating your pets' vaccines during an emergency could prove challenging, so plan ahead.*
- One-month supply of medications
- Flea & tick prevention/treatments
- Two-week supply of food and water; can opener if necessary
- Toys, treats and blankets to comfort animal
- Proper leash & collar for each pet
- Appropriate pet carrier per pet
- One-month of litter with pan & scoop

Emergency Suitcase/"Go-Bag"

Keep an emergency suitcase / "go-bag" ready at all times in the event of an evacuation or for any natural disaster that you can take with you. Keep important documents sealed in an airtight bag. Be sure to take your own supply of non-perishable food.

WATERPROOF BAG OR BOX FOR ALL IMPORTANT DOCUMENTS:

- Proof of residency/business
- Drivers license
- Insurance policy
- Utility bill
- Birth/marriage certificates
- Bank accounts
- Mortgages
- Copies of prescriptions
- Phone numbers of family, friends, physician, pharmacy, caregiver and business/employer contacts
- Property photos

OTHER ITEMS TO TAKE:

- Blankets and pillows
- Essential personal items such as prescription drugs, toiletries, dentures, hearing aids, eye glasses
- Change of clothing
- Battery-powered radio/TV
- Extra batteries
- Cooler with ice/water supplies
- Non-perishable food (see page 8)
- Toys/books/activities for kids

Pets **DO NOT LEAVE YOUR PET AT HOME**

Whatever plans you make for yourself, be sure to do the same for your pets. Miami-Dade County offers pet-friendly evacuation centers for families to go along with their furry friends, up to three pets per family. Evacuation centers, however, are shelters of last resort. They are not the most comfortable environments and if your pet does not get along well with other pets, please remember that you and your pets may be in close quarters.

The centers that accept pets are located at:

- Fuchs Pavilion - Miami-Dade County Fair and Expo Center
  10901 SW 24 Street
- Dr. Michael M. Krop Senior High School
  1410 NE 215 Street

You must bring proof of updated vaccination and medical history, and other information about your pet to the pet-friendly centers, should you choose to shelter there. For more information, contact the Miami-Dade County Answer Center at 311 or log on to http://www.miamidade.gov/animals/disaster-preparedness.asp.

Some inland hotels are pet friendly and allow pets during a storm. For a list of participating hotels, go to www.petswelcome.com. Contact your veterinarian or the Humane Society for additional assistance. Make sure that your pets stay in a comfortable environment, wearing proper identification, with access to enough water and food for two weeks. Keep a current photo of your pets with you. Do not leave your pet on a leash outside during a storm.

EVACUATION

All *of Miami Beach is an evacuation zone when a storm threatens a direct hit or a significant storm surge is forecast. It is advised that you begin evacuation procedures before an evacuation order is given. This will allow you more time to calmly get off of the island to a home of a friend or relative that is not in an evacuation zone. Please remember to take your emergency suitcase of essential supplies (see page 10). Evacuation centers will not open until an evacuation order is given, only certain centers will open per emergency, and spaces are limited. Families with pets who wish to go to a shelter can go to one of Miami-Dade County's animal-friendly shelters. (See page 10). Once a storm approaches, emergency services are limited and emergency personnel cannot react if an emergency occurs until recovery after the storm.*

Miami Beach Parking Garages

Participating municipal parking garages will be made available for residents to safeguard their vehicles during hurricanes and tropical storm events that impact Miami Beach. Upon the issuance of a Tropical Storm Warning or Hurricane Warning by the National Weather Service, or if an evacuation order is issued for Miami Beach by the Miami-Dade Office of Emergency Management, Miami Beach residents may access participating municipal parking garages to store their vehicles at their own risk.

The severity and impact of each weather event varies on a cases by case basis. Therefore, it is difficult to predict the duration of this service for each weather event. However, as a general rule, the program will be in effect from the issuance of one of the aforementioned notifications until the city returns to normal operations, as determined by the city manager, or his designee. For more information, call the Parking Department at 305.673.7505.

Shelters

Because the entire city evacuates in the event of a hurricane, there are no hurricane shelters in Miami Beach or the nearby coastal communities. The American Red Cross, in coordination with other agencies, operate shelters for evacuees at mainland schools and other facilities as deemed necessary during an evacuation. The locations are not pre-determined. A list of shelters will be made available through the Miami-Dade County Emergency Operations Center as soon as they become available. Shelter announcements will be made by local media, on MBTV, online at www.miamibeachfl.gov or by calling 311. The shelters are not intended to be temporary housing. After a disaster, assessments will be made with local emergency managers as to continued and other shelter needs.

Hurricane Evacuation Bus Pick-up Stops

The City of Miami Beach will begin evacuation procedures as soon as there is an evacuation order from the state and county. If you have not made prior arrangements to stay somewhere off of the island, a hurricane evacuation center is a shelter of last resort. Miami-Dade Transit buses will provide free transportation to the mainland shelters from 25 locations in Miami Beach. Buses that will transport people for hurricane evacuations will have a special notice on the front of the bus where the route information is displayed. Remember that pets are not allowed to go to general population shelters (see page 10) and therefore will not be allowed on the bus. Buses run continuous routes until tropical storm force winds arrive.

These are NOT HURRICANE SHELTER LOCATIONS, these are the Miami-Dade Transit bus pick-up locations to shelters. For a complete and up-to-date list of evacuation bus stops, call 311. Emergency evacuation bus pick-up signs that are placed at the following addresses:

SOUTH BEACH

Rebecca Towers
150 Alton Road

Council Towers South
533 Collins Avenue

South Bay Club
800 West Avenue

South Shore Community Center
833 6 Street

920 Alton Road

Ocean Front Auditorium
1001 Ocean Drive

Alton Towers Condominium
14 Street & Alton Road

Ida Fisher Community School
1424 Drexel Avenue

Euclid Gardens Condominium
1575 Drexel Avenue

Miami Beach City Hall
1700 Convention Center Drive

Alton Pointe
1965 Alton Road

MIDDLE BEACH

Miami Beach Golf Club
2301 Alton Road

Scott Rakow Youth Center
2700 Sheridan Avenue

Collins Avenue & 29 Street

Thompson Miami Beach
4041 Collins Avenue

Temple Beth Shalom
4144 Chase Avenue

NORTH BEACH

Sherry Frontenac Hotel
6565 Collins Avenue

Normandy Drive & Rue Versailles

Normandy Pool
7030 Trouville Esplanade

North Shore Park
72 Street & Byron Avenue

North Shore Library
75 Street & Collins Avenue

79 Street & Hawthorne

Biscayne Elementary
800 77 Street

81 Street & Collins Avenue

St Joseph's School
8625 Byron Avenue

During a Hurricane

If an evacuation order was issued, everyone should have evacuated. Sheltering at home in Miami Beach can be extremely dangerous. Residents should think twice about making this decision. However, if you were not able to leave before the onset of storm conditions – notify family and friends of your situation.

SAFE ROOM

If you have not evacuated prior to the arrival of tropical storm conditions, although this is strongly ill-advised, you must shelter in place. In a high-rise building, you want to shelter in the lower levels, but not on the first three levels. Hurricane winds increase at higher elevation. Stay in an interior room or hallway where there are no windows. If there are no rooms without windows, stay as far away from windows and doors as possible, and consider sheltering in a closet.

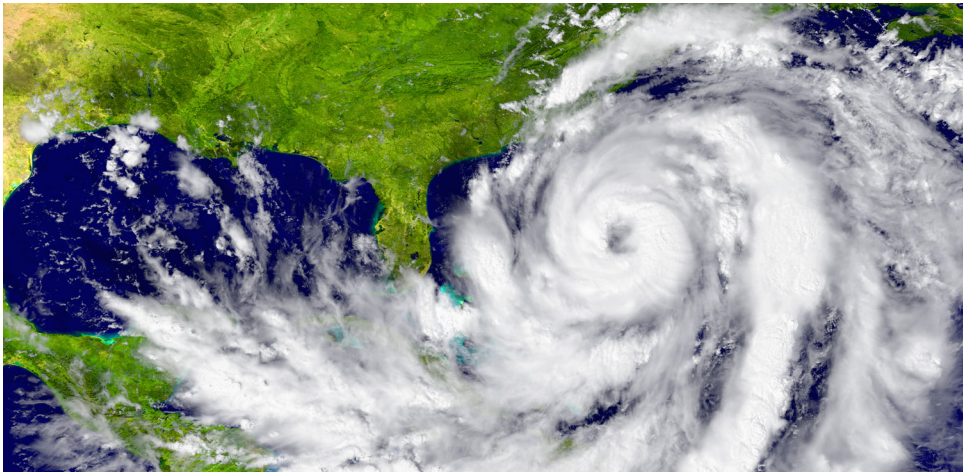
Keep your immediate emergency supplies with you to include – at minimum – a battery-powered radio, flashlight, extra batteries, important papers in a zipped-up plastic bag, and a fully-charged cellphone. It is also advisible to have extra batteries or a non AC-powered battery charger.

STAY INFORMED

The most important thing you can do during a storm is to monitor sources with information related to the emergency. With a battery-powered radio you can tune in to available local news media for updates on the situation and listen for important notifications that can keep you safe.

EMERGENCY CALLS

The City of Miami Beach's Fire, Rescue and Police teams stop all emergency operations at the arrival of Tropical Storm force (40 mph+) winds. Following a hurricane, emergency calls may be very limited due to flooding, downed power lines, and limited street access. There will likely be fewer personnel available as well. 911 will be operational for emergency calls, but response will be affected. This is why it is important to heed an evacuation order.



AFTER A STORM

Re-entering the City

Please be patient. Public safety is the number one priority. Listen to the local news media for possible road closures and curfews. *Do not attempt to return to Miami Beach until a reoccupation order is issued.*

A reoccupation order can take hours, days or weeks depending on the severity of damage to roads, bridges and buildings. After the order for reoccupation to the city is issued, you will have to provide proof of residency (driver's license and/or utility bill with current Miami Beach address) to roadblock officials for re-entry into Miami Beach. This is done to protect your home and/or business during recovery.

Recovery

- Find out if the authorities have declared the area safe.
- Watch for debris on the road while driving. Drive slower than usual.
- Return to your pre-determined assembly point and/or contact your pre-established out-of-area contact person. (This should be part of your preparedness plan). Make sure all family members have been accounted for and let others know of your status.
- Make sure the main electrical switch to your home is off before entering the structure.
- Be careful when entering a structure that has been damaged.
- If you suspect a gas leak, leave immediately and notify the gas company.
- If possible, listen to the radio or contact authorities to find out if sewage lines are intact before turning on the water or using the toilet.
- Report utility damage to the proper authorities.
- Continue to monitor your local news for up-to-date emergency information such as boil water advisories.
- Check www.miamibeachfl.gov, @MiamiBeachNews (Twitter) and Facebook.com/CityofMiamiBeach & Miami Beach e-Gov app for accurate and up-to-date information. Tune-in to MB Radio 1670AM, if available.

Safety Tips

Many injuries occur after the storm. To avoid injury, use common sense and wear proper clothing, including clothes with long sleeves and long pants, gloves, safety shoes or boots and eye protection.

DOWNED POWER LINES

Stay away and do not touch downed power lines. Stay away from standing water that may have active electrical currents. Although you may be without power in your home/business, it does not mean the lines are not active.

GETTING AROUND

Driving is strongly discouraged in the aftermath of a storm. Crews will be out to make damage assessments and City officials will determine if the streets are safe for travel. If you must travel before it is deemed safe, drive slowly, be aware of your surroundings and treat all intersections as four-way stops. Some roads may be restricted. Curfews may be imposed.

GENERATOR USE

DO NOT operate a generator indoors, on balconies or near open windows. Make sure that the generator is running in a well-ventilated area. Many people die from carbon monoxide poisoning every year due to improper generator use. Read instructions and use with caution. Tips: http://www.miamidade.gov/fire/safety-generators.asp.

TREE TRIMMING

Use caution when operating power equipment (i.e., chain saws): Follow the manufacturer's instructions and wear safety gear (i.e., goggles and gloves). Stay clear of those using manual or other tools to cut trees. Avoid back injuries by using mechanical assistance to move debris that is too large to move manually.

FOOD

If you are concerned that your food may have spoiled, when in doubt, throw it out. For additional food safety information, call the toll-free USDA/FSIS Meat and Poultry Hotline at 1.888.674.6854.

INSECTS

Uprooted insects and mosquitoes thrive in post-storm conditions. If you are without power, it is likely you will have windows and doors open for extended periods of time. Use mosquito repellant and nets and spray entrance areas with insect killers.

SUN AND HEAT EXPOSURE

You will be exposed to more heat and sun, especially if you are without power. Wear sunscreen, drink plenty of water and try to keep cool. by staying under shelter. It is important that you wear protective clothing. A portable, battery-powered fan will make you feel more comfortable.

Debris Removal

The City's priority is to clear major roadways of storm debris immediately following a hurricane as soon as it is safe. Other roads are cleared thereafter.

A courtesy single-family home residential storm debris collection may be deemed necessary. If a special collection is issued, please separate vegetation debris from other storm-related trash and place neatly on your curb. This will facilitate and expedite the collection service.

If you have excess storm debris, take the vegetation to the Green Waste Facility at 29 Street and Meridian Avenue from 7:00 a.m. to 5:00 p.m. Monday through Saturday, or call 305.471.4444 to make a regular bulk waste pick-up appointment (single-family homes only).

Property Damage and Emergency Building Permits

If your home is deemed uninhabitable by the Building Official, you must leave your home until proper repairs are completed. If necessary, the Miami Beach Building Department will issue emergency building permits due to storm-related damages to expedite repairs. Once City Hall is reopened, the department is located on the second floor.

Direct Assistance

Individuals and families may get assistance from any number of organizations, including:

- American Red Cross
- Salvation Army
- Other volunteer organizations, such as faith-based groups

These organizations provide food, shelter and supplies, as well as assist in clean-up efforts. In the most severe disasters, the federal government is also called in to help individuals and families with temporary housing, counseling (for post-disaster trauma), low-interest loans and grants, and other assistance after assessments are made.

The federal government also has programs that help small businesses. Most federal assistance becomes available when the President of the United States declares a "Major Disaster" for the affected area at the request of a state governor. Log on to http://www.fema.gov/disaster-survivor-assistance. FEMA will provide information through the media and community outreach about federal assistance and how to apply.

IMPORTANT RESOURCES

Information related to the emergency, such as where to receive assistance, will be provided through radio, television or newspapers, as long as those sources are available following a hurricane. In case all communications fail after a hurricane, public safety personnel, along with CERT and other volunteers, will disseminate information via flyers into the neighborhoods.

CITY OF MIAMI BEACH INFORMATION
305.604.CITY(2489) • miamibeachfl.gov

MIAMI BEACH OFFICE OF EMERGENCY MANAGEMENT
305.673.7736

MIAMI BEACH POLICE DEPARTMENT
305.673.7900

MIAMI BEACH FIRE DEPARTMENT
305.673.7123

MIAMI-DADE COUNTY EMERGENCY EVACUATION ASSISTANCE PROGRAM
305.513.7700 • TDD: 305.468.5402

STATE OF FLORIDA EMERGENCY INFORMATION LINE
1.800.342.3557

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)
1.800.621.3362 • TTY: 1.800.462.7585
fema.gov/disaster-survivor-assistance

MIAMI-DADE COUNTY ANSWER CENTER
311 • 305.468.5900
www.miamidade.gov/fire/emergency-management.asp

CERT AND VOLUNTEER INFORMATION
305.673.7736

FOR EMERGENCIES: DIAL 911

FAMILY SOCIAL SERVICES
211

AMERICAN RED CROSS
305.644.1200 • www.redcross.org

SALVATION ARMY
1.800.SAL.ARMY• salvationarmyusa.org

HUMANE SOCIETY OF MIAMI
305.696.0800 • humanesociety.org

FLORIDA POWER & LIGHT (FPL)
1.800.4.OUTAGE • www.fpl.com
305.442.8770 (Miami-Dade County)

AT&T
611

CITY GAS
305.693.4311 • www.floridacitygas.com

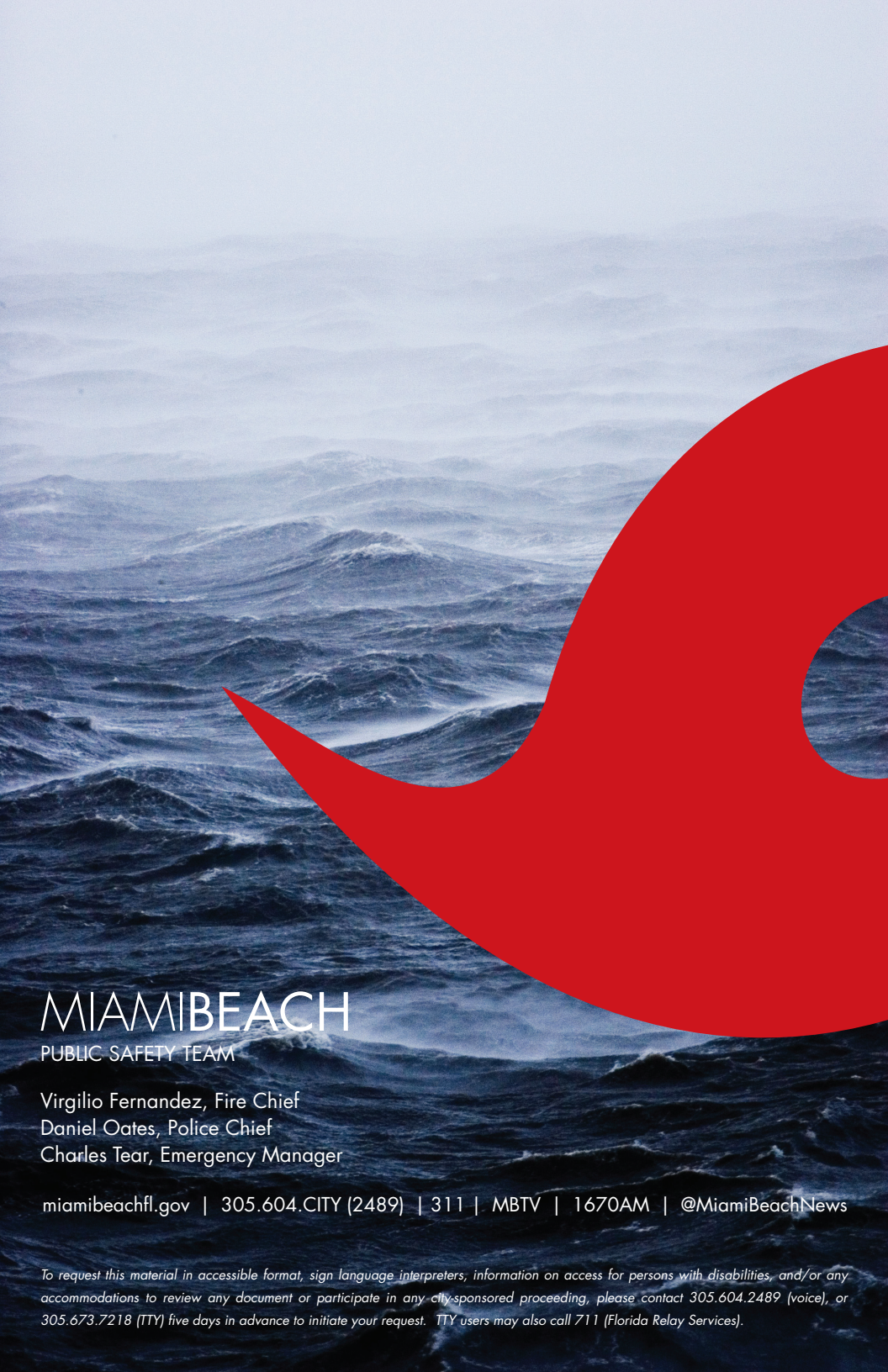
TECO PEOPLE'S GAS
305.940.0139 • www.peoplesgas.com

ATLANTIC BROADBAND CABLE
305.861.1564

POISON CONTROL
1.800.222.1222

FOOD SAFETY
1.888.674.6854

NOTES:



MIAMIBEACH

PUBLIC SAFETY TEAM

Virgilio Fernandez, Fire Chief
Daniel Oates, Police Chief
Charles Tear, Emergency Manager

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