

CITY OF GREENACRES

2019



HURRICANE
PREPARATION **guide**



From Left: Councilmember J. Pearce, Deputy Mayor J. Dugo, Mayor J. Flores, Councilmember P. Bousquet, Councilmember J. Tharp, Councilmember P. Noble

These emergency & informational contacts are



offered to assist during the hurricane season

Animals

PBC Animal Care & Control 561-233-1200

Business Support

Small Business Administration 800-827-5722

Contractor Licensing

Florida Dept. of Business & Professional Regulation 850-487-1395

Florida Division of Workers Compensation 800-742-2214

Emotional Support

2-1-1 or

PBC Crisis Line/Referrals www.211palmbeach.org

United Way of PBC 561-375-6600

Fire/Medical/Police

9-1-1

Greenacres Fire Rescue

Main Number 561-642-2146

Non-Emergency 561-642-2129

PBSO - District 16 Greenacres

Main Number 561-688-5210

Non-Emergency 561-688-3400

Food/Water Pick-up Location

PBC Emergency Management 561-712-6400
(Check local news for distribution sites)

Food/Mass Feeding

Salvation Army 561-686-3530

Health Issues

PBC Health Department 561-840-4500

Housing Assistance

Dept. of Housing & Urban Development *(Federal)* 202-708-1112

Insurance Complaints

Florida Department of Financial Services 800-227-8676

Price Gouging

Office of Attorney General 866-966-7226

Recovery Assistance

800-333-4636

Federal Government www.USA.gov

Recovery Information

FEMA *(Federal Emergency Management Agency)* 800-621-3362

Schools

PBC School Board *(Emergency Line)* 561-357-7500

Senior Assistance

2-1-1

PBC Crisis Line 561-383-1112

www.211palmbeach.org

Shelter

American Red Cross *(Palm Beach Area)* 561-833-7711

Traffic Signals

PBC Repairs 561-684-4030

Transportation

www.pbcgov.com/palmtran

Palm Tran Bus & Transportation 561-841-4200

877-930-4287

Palm Tran *Connection Svc.* 561-649-9838

877-870-9849

800-874-7245

Tri-Rail www.tri-rail.com

Utility Interruptions

(Residential)
AT&T *(Bellsouth)* 877-737-2478

(Business)

AT&T U-verse *(Digital TV)* 866-620-6900

800-288-2020

Comcast Cable

(Home of Xfinity) 800-266-2278

(Power Outage)

Florida Power & Light 800-468-8243

(FPL - Electric) 800-226-3545

PBC Water Utilities 561-740-4600

(Water/Sewer)

Florida Public Utilities *(Gas)* 561-832-0872

2019 Hurricane Season

- ♦ Hurricane Season is June 1st through November 30th.
- ♦ Communities can cope with and recover from the aftermath of a hurricane if residents and businesses plan and prepare for emergencies like hurricanes.
- ♦ Being prepared means having a plan and knowing what to do before, during, and after a hurricane moves through an area. It is one of the most effective things each of us can do to protect our homes, businesses, and loved ones.
- ♦ The National Weather Service is responsible for protecting life and property through issuance of timely watches and warnings, but it is essential that you and your family are ready before a storm approaches.

Tree Trimming

Fallen trees and uncollected debris stacked along roads are among the biggest impediments, along with traffic, wind and flooding, to power restoration following a Hurricane.

Trimmed limbs and branches could become projectiles if not disposed of properly. Property damage can also be a result of falling trees and flying landscape debris. There is no way that we can prevent all power outages, but we do want to make sure the power companies are able to get the power back on as soon as possible. All major cutting of vegetation (*i.e., tree removal*) should be completed long before June 1, the beginning of hurricane season.

The key to minimizing your risk against property damage is storm preparedness. Once a storm has been named:

- ♦ Do not cut down trees or do major yard work.
- ♦ Do not begin construction projects that produce debris.
- ♦ Once a watch or warning has been issued, do not trim vegetation of any kind.
- ♦ Mass cutting places a tremendous burden on the collection and disposal processes and there is not enough equipment or manpower to handle the additional material before the storm makes landfall. You could put not only yourself at risk but your neighbors as well.
- ♦ During a Watch or Warning period **DO NOT TAKE MATERIALS TO THE CURB, TRANSFER STATIONS OR LANDFILL** as the City's collection services may be suspended and Solid Waste Authority facilities may be closed early in preparation of the storm.



After the storm has passed, please be patient as it may take some time before regular collection can resume including the collection of storm debris (*vegetation and building material*). Take an active role in Your Safety, strengthen your home and your community before a hurricane strikes. Prepare ahead.

Greenacres Flood Zone Map

New Flood Insurance Rate Maps (FIRMs) from the Federal Emergency Management Agency (FEMA) have been in effect within the City as of October 5, 2017, and includes many properties north of Lake Worth Road between Military Trail and Pinehurst Drive.

For many years, the entire City had been un-mapped and was determined to be within Flood Zone X, a *no special flood hazard area*. The new Flood Maps now include several areas within the City to be in a special flood hazard area called Flood Zone AE. If your property is within the AE Zone and you have a mortgage, there is a chance your lender may require you to obtain flood insurance. The City Building Department has the latest map panels that are in effect.

For more information or to view our preliminary maps in our office please contact the Building Department at 561-642-2050.

Types of Damage Due to HURRICANE WINDS

Category

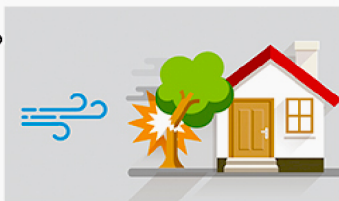
Damage Type



74-95 mph

Very dangerous winds will produce some damage:

Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled. Power outages could last up to several days.



96-110 mph

Extremely dangerous winds will cause extensive damage:

Well-constructed frame homes could sustain major roof and siding damage. Many trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected from days to weeks.



111-129 mph

(MAJOR) Devastating damage will occur:

Well-built framed homes may incur major damage or removal of roof. Many trees snapped or uprooted, blocking numerous roads. Electricity and water will be unavailable for several days to weeks.



130-156 mph

(MAJOR) Catastrophic damage will occur:

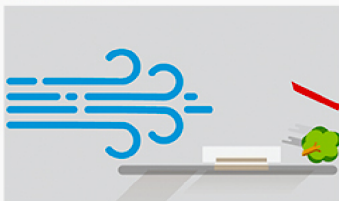
Well-built framed homes can sustain severe damage with loss of most of the roof and exterior walls. Most trees will be snapped or uprooted, power poles downed. Power outages will last weeks to months. Most of the area will be uninhabitable for weeks or months.



157 mph or higher

(MAJOR) Catastrophic damage will occur:

A high percentage of framed homes will be destroyed. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to months, with most of the area uninhabitable for weeks or months.





BEFORE THE STORM BEGINS

Make a Plan

Make a plan (*personal, family, pet*). Establish an out-of-state emergency contact.

- Build an emergency supply kit; (*see list included or visit www.ready.gov/build-a-kit*). If evacuating, prepare a Hurricane Evacuation Supply Kit.
- Know the disaster plan of your child’s school or day-care and know the expectation of your employer before and after a hurricane.
- Locate your water meter and electrical shut-off.
- Subscribe to free wireless emergency alerts.
- Add emergency contact information in your cell phone. Obtain cell phone car charger.
- Stock and store medications, and obtain extra prescriptions if necessary.
- Test generator (*do not operate during storm*).
- Properly prune trees to make them more wind resistant.
- Purchase materials to protect windows. If you have shutters, be sure you know how to install/operate and have all tools/equipment necessary to do so. Lubricate moving parts and test shutters annually.

Shelter Information

Not all shelters will be opened at the same time. Stay tuned to local TV and radio stations for shelter opening announcements.

- Check your shelter information and location, and plan accordingly if you have pets.
- If you have medical needs and need a Special Needs Shelter, call 561-712-6400 to pre-register.
- Register with Palm Tran Connection for the special Transportation Assistance Program. Call 561-649-9838 or 877-870-9849 to pre-register.

SHELTER LOCATIONS IN OR NEAR THE CITY OF GREENACRES



JOHN I. LEONARD HIGH SCHOOL, 4701 10th Avenue North, Greenacres, FL 33463



PALM BEACH CENTRAL HIGH SCHOOL, 8499 Forest Hill Boulevard, Wellington, FL 33411

City’s Pre-Storm Activities

- ◆ Evacuation orders are implemented in mobile home parks which are mandatory evacuation zones in the City.
- ◆ EMS Units transport pre-registered special needs citizens to critical care shelter.
- ◆ Roadway inlets are checked for debris.
- ◆ Construction job sites are inspected to ensure that construction materials are secure.
- ◆ City buildings and grounds are secured.
- ◆ Public Safety response continues until it is no longer safe to be in the storm; personnel remain in stand-by mode. As calls for public safety are received, they are prioritized and handled when it is safe for personnel to respond.

General Emergency Supply Kit / Arrangements

FOOD

- Water, one gallon of water per person per day for at least five (5) days, for drinking and sanitation.
- Mess kits, paper cups, plates, plastic utensils, and paper towels.
- Matches/lighter in a waterproof container.
- Can opener for food
(if kit contains canned food)
- Powdered drinks, instant coffee/tea
- Food, at least a five-day supply of non-perishable food:
 - ◆ Small containers of canned fruits, meats, vegetables and fish not requiring cooking
 - ◆ Crackers, dry cereal, granola bars, bread
 - ◆ Canned or bottled juices
 - ◆ Nuts, peanut butter
 - ◆ Dry Milk



HOUSEHOLD ITEMS

- Flashlight and extra batteries, sternos, lanterns.
- Whistle, to signal for help.
- Battery-powered radio (*or hand crank radio*), TV, fan and a NOAA Weather Radio with tone alert and extra batteries for both.
- Wrench or pliers to turn off utilities.
- Fire extinguisher.
- Dust mask, or cotton t-shirt, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place.
- Emergency reference material such as a first aid book or information from www.ready.gov
- Local maps.
- Water purification tablets or household chlorine bleach and medicine dropper, for disinfecting, dilute nine parts water to one part bleach. In an extreme emergency for drinking purposes, you can use 16 drops of regular household bleach per gallon of water. Do not use scented, color safe or bleaches with added cleaners.



TOILETRIES

- First Aid Kit
(include sunscreen, insect repellent)
- Personal hygiene items:
 - ◆ Soap
 - ◆ Toothbrush, toothpaste
 - ◆ Washcloths, towels, etc.
 - ◆ Shampoo, deodorant
 - ◆ Shaving kit
 - ◆ Feminine items
- Moist towelettes, garbage bags and plastic ties for personal sanitation.
- Sleeping bag or warm blanket for each person.
- Complete change of clothing including long sleeved shirt, long pants and sturdy shoes.
- Unique family needs, such as daily prescription medications, eye glasses, infant formula or diapers.



OTHER

- Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container.
- Cash or traveler's checks and change.
- Paper and pencil.
- Books, games, puzzles or other activities for children.
- It is recommended to have two (2) emergency kits - one full kit at home and a smaller portable kit in your vehicle.



INFANT SUPPLIES



- A baby needs one gallon of water per day for up to five days. Water is used to make formula, for drinking, and for sanitation.
- Antibacterial wipes and hand sanitizer.
- Baby food in pouches or jars and disposable feeding spoons.
- Medications and infant pain reliever, such as ibuprofen or acetaminophen.
- Diapers, wipes and diaper rash cream.
- Ready-to-feed formula in single serving cans or bottles
- A thermometer.
- Baby blankets; extra baby clothes and shoes for older infant.
- A portable crib; baby sling or carrier.
- Small disposable cups.
- Copies of vaccination records.
- Toilet Paper.

SENIORS



- Make the necessary arrangements for the elderly, frail or disabled people who may need special assistance from family members, friends or social service agencies.
- Decide NOW where you would go if ordered to evacuate.
- Notify your health agency where you will be during a hurricane.
- Check with your supplier regarding emergency plans if you require oxygen.
- If you have to evacuate, take medications, written instructions regarding your care; bedding, walker, wheelchair, cane or other special equipment.
- If you require hospitalization, you must make prior arrangements with your physician.
- Obtain assistance as necessary.

SPECIAL NEEDS



- Palm Beach County has established a **Special Needs Shelter Program** to provide for citizens with certain medical conditions during an emergency and is staffed with physicians and nurses. The shelter is not a medical facility and provides limited services. Call the **Special Needs Program at 561-712-6400** and ask to speak with a **Special Needs Coordinator**.
- If you do not qualify for the Special Needs Program and need transportation ONLY to a shelter, the County will provide transportation but you **MUST be Pre-Registered** and live in an evacuation zone or mobile/manufactured home, be physically handicapped or have no other means of transportation. Call **Palm Tran Connection to register at 561-649-9838**.

PETS



- Pet Supplies:
 - ◆ Pet food, bowls, extra water and a manual can opener.
 - ◆ Collar with ID tag, harness or leash.
 - ◆ A photo of you and your pet(s) together.
 - ◆ Familiar items, favorite toys, bedding, and treats, etc.
 - ◆ Important documents – pet registration information, vaccination documents and medical records.
 - ◆ Sanitation-pet litter, litter box, newspapers, paper towels, plastic trash bags, etc.
 - ◆ Crate or pet carrier.

My Important Numbers & Information

HOUSEHOLD INFORMATION

My **Water** Provider is: _____

Phone: _____ Other: _____

My **Electric** Provider is: _____

Phone: _____ Other: _____

My **Gas** Provider is: _____

Phone: _____ Other: _____

My **Garbage/Debris** Provider is: _____

Phone: _____ Other: _____

My **Phone** Provider is: _____

Phone: _____ Other: _____

My **Local Shelter** is: _____

Phone: _____ Other: _____

My **Local Store Powered by Generator** is: _____

Phone: _____ Other: _____

My **Local Gas Station Powered by Generator** is: _____

Phone: _____ Other: _____

SCHOOL / WORKPLACE / OTHER

Name: _____ Phone: _____

Address: _____

Other: _____

Name: _____ Phone: _____

Address: _____

Other: _____

Name: _____ Phone: _____

Address: _____

Other: _____

EMERGENCY CONTACT

Name: _____ Email: _____

Phone: _____ Cell: _____

Address: _____

OUT OF TOWN CONTACT

Name: _____ Email: _____

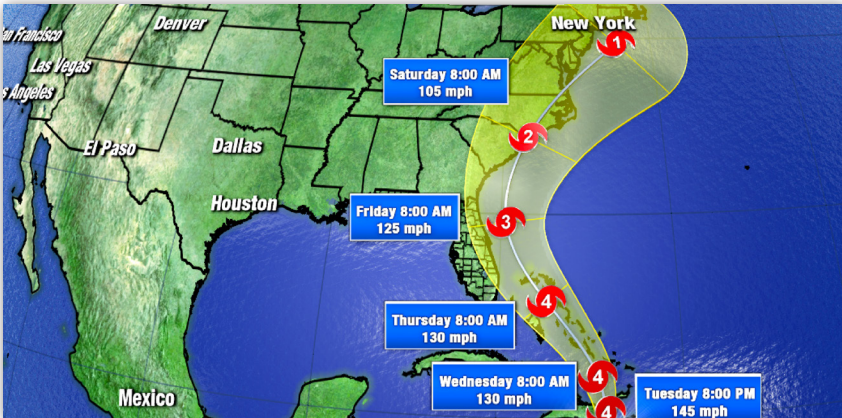
Phone: _____ Cell: _____

Address: _____



DURING A WATCH/WARNING

Listen to NOAA Weather Radio, local radio or TV stations for information and instructions.



- Review your family plan. Decide where to ride out the storm.
- If you stay during a hurricane, check your family emergency supply kit for sufficient supplies and gather any missing/additional items.
- Inventory your household items. Photo/video contents and record the make, model, serial number, and keep information in a safe place or send by mail or electronically to a friend/relative who lives out of town, and out of the storm's path.
- Compile important documents (*insurance policies, bank documents, mortgages, phone numbers of family and friends, medical information etc.*) Make a copy and store or place important documents and photos in waterproof plastic bags.
- Obtain cash and/or traveler's checks.
- Charge cell phones, even if cell towers are down, cell phones can be used as a camera to document damage, provide light if power goes out as well as keep you updated based on phone services subscribed to.
- Fuel up vehicles and propane tanks; obtain fuel for generators.
- Move vehicle(s) into a garage or next to a building; avoid parking near trees and utility poles. Tie down or stabilize boat.
- If you have an electric garage door opener, find the manual release lever and learn how to operate it in case of power outage.
- Secure all doors and windows and close storm shutters. Brace garage door. Remove roof turbine and cap vent hole.
- Secure/move outdoor objects or bring indoors.
- Fill water containers, bath tub and sinks. Freeze water jugs and fill ice chest.
- Turn refrigerator to coldest temperature setting and lower A/C (*turn their circuit breakers off after power goes out*).
- Ensure the storm drain inlets in the roads and parking areas in your community are not clogged with a build-up of leaves or debris on the surface.
- If you evacuate, allow at least twice the usual travel time. Shut off water and gas to home. Take photo ID and proof of address. Unplug or turn breaker off to hot water heater.



LANDFALL

Stay Indoors

- Stay inside a well constructed building or home if you have NOT been ordered to leave.
- If you are in a two-story house or multi-story building, go to an interior first-floor room, such as a bathroom or closet.
- Take refuge in a small interior room, closet or hallway if conditions warrant.
- Keep a flashlight with you.
- Stay away from windows. Do not open doors or windows.
- Do not operate gas grill or portable generator.
- Stay off phones (*both cell and land-lines*) unless absolutely necessary, (*voice calls increase traffic stress on local networks which delays emergency communication*).
- Turn off propane tanks.
- Unplug small appliances; turn off utilities as directed by authorities.
- Do not go outdoors until the storm has completely passed; winds calm down as the eye of the storm passes, however then winds change direction and return to hurricane force.

If your home is damaged during the storm:

- Stay away from windows and doors even if they are covered.
- Lie on the floor under a table or sturdy object.

Generator Safety

According to the Centers for Disease Control, over 500 people die each year from accidental Carbon Monoxide (CO) poisoning. Many of these deaths could have been avoided if the following safety guidelines were followed:

- ◆ Never use a portable generator indoors; only use a portable generator outside and away from any doors, windows, or vents that could allow CO to enter your home.
- ◆ Do not use a portable generator in the rain; consumer-grade generators are not weatherproof and there is a risk of electrocution or shock.
- ◆ Follow the manufacturer's instructions; plug appliances into heavy-duty extension cords and then plug the cords into the generator.
- ◆ Purchase a carbon monoxide detector and ensure the unit is functioning correctly.
- ◆ Never power the electric to the house wiring by plugging the generator into a wall outlet; this is called "back-feeding" and presents a serious risk to both utility workers and neighbors served by the same transformer.



Homeowners and Wind Storm Insurance do not cover storm surge or flood damage. A separate flood insurance policy must be purchased to cover these damages.

Only three (3) Category 5 Hurricanes have struck the U.S. in recorded history:
1935 - Florida Keys Hurricane
1969 Hurricane Camille
1992 - Hurricane Andrew

In most cases, a hurricane's strongest winds surround the calm eye in the center of the storm. These winds typically affect an area 20-50 miles wide.

Hurricane Rita in 2005 resulted in the largest evacuation in U.S. History



SAFETY MEASURES

- If you evacuated, return only when local officials announce it is safe to do so.
- Roads may be closed for your protection. If barricaded or flooded, turn around. Do not drive into flooded areas.
- Standing water may be electrically charged from underground or downed power lines; report downed lines to FPL or Public Safety.
- Look for fire hazards such as flooded electrical circuits or submerged appliances. Look for electrical system damage. If you see sparks or frayed wires, turn off the electricity at the main fuse box or circuit breaker.
- Check for gas leaks. If you smell gas or hear a hissing noise, open a window and leave quickly. Turn off the gas at the outside main valve, and call the gas company.
- Check for sewage and water line damage. If you think sewage lines are damaged, don't use toilets, call a plumber. If water pipes are damaged, don't use tap water, call the Palm Beach County Water Utilities Department.
- Check on neighbors.
- When it is safe to do so, assess any damages to your property (take photos to document). Begin taking steps to minimize further damage from rain or standing water. If the street or parking area is flooded, check the inlets for debris and clear leaves and other vegetation, which will allow storm water to drain.
- Open windows/doors to ventilate and dry out your home and safely make immediate repairs that are feasible and will stop further damage.
- Call 9-1-1 for emergencies only.
- During power outages, running water and flushing toilets should be limited as lift stations could overflow. *(If wastewater starts backing up inside the house, locate and remove plug on the clean-out outside the house. Reinstall after power is restored).*
- Use flashlights in the dark, DO NOT use candles.



SERVICES SCHEDULE - DURING A STORM

CITY OF GREENACRES FIRE RESCUE & PALM BEACH COUNTY SHERIFFS OFFICE (PBSO)	Response continues until it is no longer safe to be in the storm; personnel remains in stand-by mode. As calls for PBSO are received, they are prioritized and handled when it is safe for personnel to respond.
SANITATION	Waste collection services will stop when the SWA closes the landfills - approximately 12-24 hours prior to a storm.
PUBLIC TRANSPORTATION	Once winds reach a sustained level of 40-45 mph, Palm Tran bus service will be discontinued.
PARKS	All parks will be closed after a hurricane until the park is free of debris and is safe to open to the public. Signs will be posted in the City announcing park openings and closings.



AFTER THE STORM

Road Safety

- ◆ Do not drive unless absolutely necessary as storm debris may be on the roadways making driving hazardous.
- ◆ Do not drive through flooded roadways as the depth of the water is not always obvious and the condition of the road under the water may not be safe.
- ◆ When traffic lights/signals are not working due to power outages, the intersections should be treated as a four-way stop.

Open for Business - Powered by Generators

LIST OF STORES / GAS STATIONS WHO MAY BE OPEN FOR BUSINESS	
STORES	GAS STATIONS
PUBLIX - RIVERBRIDGE CENTER 6790 FOREST HILL BLVD., GREENACRES, FL 33413	WAWA 6566 LAKE WORTH ROAD, LAKE WORTH
PUBLIX - WOODS WALK PLAZA 9855 LAKE WORTH ROAD, LAKE WORTH, FL 33467	SUNOCO 3985 LAKE WORTH ROAD, LAKE WORTH
PUBLIX - NASSAU SQUARE 7745 LAKE WORTH ROAD, LAKE WORTH, FL 33463	MARATHON 7245 NO. MILITARY TRAIL, PALM BEACH GARDENS
PUBLIX ATLANTIS 4849 SOUTH MILITARY TRAIL, GREENACRES, FL 33463	VALERO GAS STATION 1808 LAKE WORTH ROAD, LAKE WORTH
HOME DEPOT 5750 JOG ROAD, LAKE WORTH, FL 33463	VALERO GAS STATION 3985 10TH AVENUE NORTH, LAKE WORTH
HOME DEPOT 220 SOUTH STATE ROAD 7, WEST PALM BEACH, FL 33414	COSTCO 11001 SOUTHERN BLVD., ROYAL PALM BEACH
HOME DEPOT 4241 LAKE WORTH ROAD, LAKE WORTH FL 33461	7-ELEVEN 1220 FEDERAL HIGHWAY, LAKE PARK
LOWE'S 103 SOUTH STATE ROAD 7, ROYAL PALM BEACH, FL 33411	MOBIL 1260 PLAZA CIRCLE, RIVIERA BEACH
LANTANA PLAZA SHOPPING CENTER 5970 SOUTH JOG ROAD, LAKE WORTH, FL 33467	MARATHON 980 NORTHLAKE BLVD., LAKE PARK

City's Response & Recovery Activities

- ◆ Preliminary damage assessment of residences and businesses are conducted to report the extent of damage as part of the State Damage Assessment process.
- ◆ Rescue operations begin/curfew regulations are enforced.
- ◆ City maintained streets and drainage systems are cleared of debris.
- ◆ City buildings, parks and grounds are secured for safety during the recovery process as clean-up efforts begin.
- ◆ Residential debris collection is coordinated.

Communication Plan

- Make a list of family, friends and others who will be part of your plan.
- Consider a plan where each family member calls or emails the same friend or relative in the event of an emergency. A friend/relative who lives out of town, and out of the storm's path may be the best choice.
- Watch and listen to local TV and radio for official instructions as they become available.
- If you plan to evacuate your home, make sure those in your support network know when and where you plan to go. Be sure someone locally has an extra key to your home.



During a Watch

- Confirm arrangements for debris/vegetation removal with landscaping company or contractor.
- Establish contact list of board members/management company.
- Clear drainage systems including inlets, pipes, and outfall structures.
- Compile list of residents that may need assistance before and after a hurricane.
- Close storm shutters on common area buildings.
- Remove or secure loose items on common property. Secure/move outdoor objects or bring indoors. Close lids of dumpsters.



After the Storm

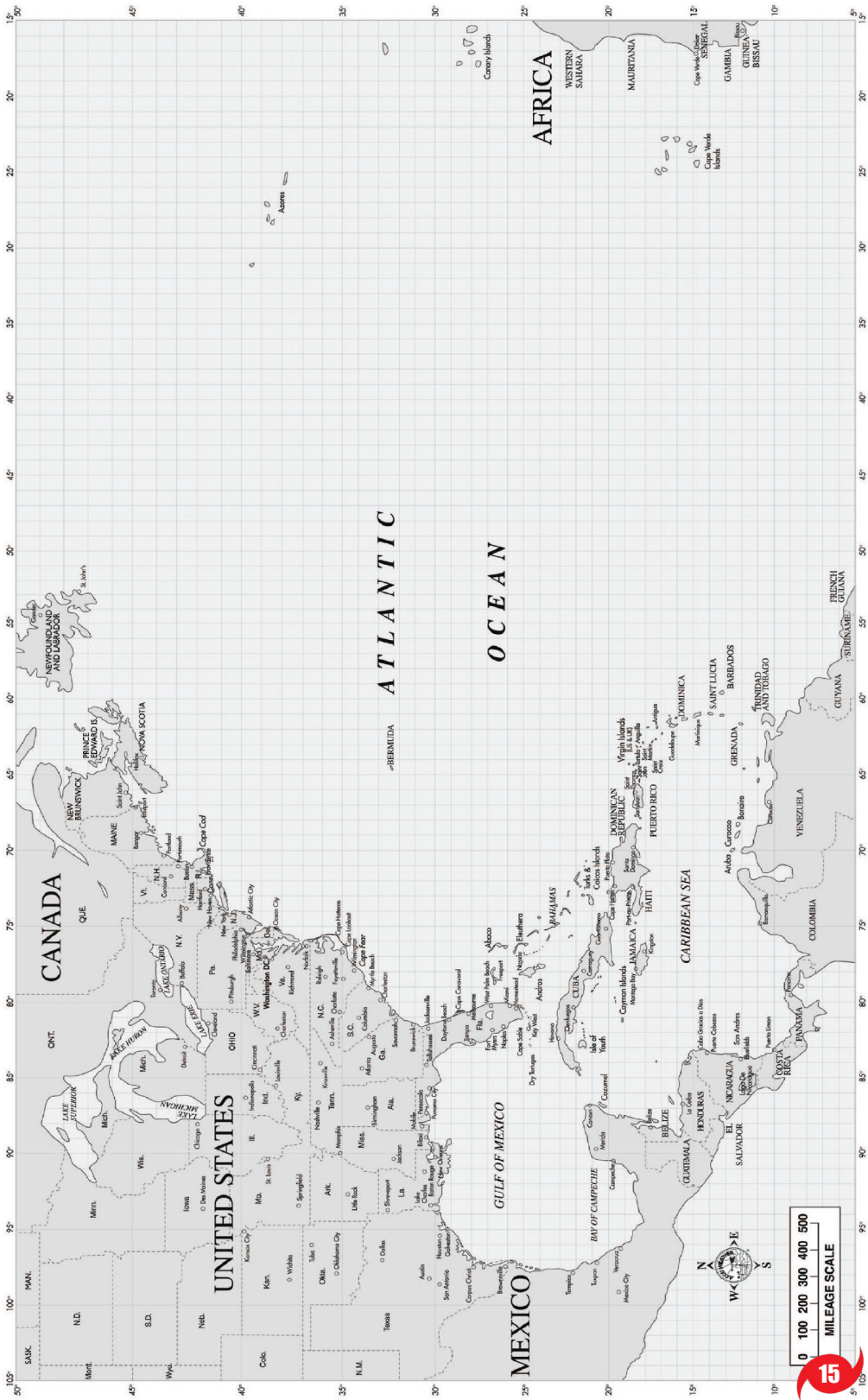
- Conduct a quick damage assessment (*buildings, flooding, fallen trees*); take pictures of damage and coordinate with insurance carrier.
- Contact management company and arrange for clearing and debris removal.



✓ **12 WAYS TO PREPARE**

<input type="checkbox"/>  Sign up for Alerts and Warnings	<input type="checkbox"/>  Make a Plan	<input type="checkbox"/>  Save for a Rainy Day	<input type="checkbox"/>  Practice Emergency Drills	<input type="checkbox"/>  Test Family Communication Plan	<input type="checkbox"/>  Safeguard Documents
<input type="checkbox"/>  Plan with Neighbors	<input type="checkbox"/>  Make Your Home Safer	<input type="checkbox"/>  Know Evacuation Routes	<input type="checkbox"/>  Assemble or Update Supplies	<input type="checkbox"/>  Get Involved in Your Community	<input type="checkbox"/>  Document and Insure Property

Atlantic Hurricane Tracking Map



0 100 200 300 400 500
MILEAGE SCALE

15



PRSRT STD
U.S. POSTAGE
PAID
WEST PALM BEACH
FLORIDA
PERMIT NO. 1505



www.greenacresfl.gov