

Police (Non-Emergencies)

North Miami Beach	305-949-5500
Miami-Dade County	305-476-5423

Weather:

National Hurricane Center	
South Florida Weather Forecast Office	305-229-4550
Local Time and Temperature	305-324-8811

Emergency Evacuation Assistance Programs

Miami-Dade County	305-513-7700
	305-468-5402 TDD
Broward County	954-537-2888
Monroe County	305-292-4591
Palm Beach County	407-233-3500
Deaf Services Bureau (TDD)	305-668-3323

Emergency Management Offices

Miami-Dade County Office of Emergency Management	305-468-5400
	305-468-5402 TDD
Broward County Emergency Management	954-831-3900
Monroe County Emergency Management	305-289-6018
Palm Beach County Emergency Management	407-233-3500

American Red Cross

	866-438-4636
Dade and Monroe County Chapter (www.redcross.org)	305-644-1200
Broward County	954-797-3800
Monroe County & Upper Keys	305-852-9612
Lower Keys	305-296-4033
Palm Beach County	561-833-7711

Let Your Family Know You're Safe: If your community has experienced a disaster, register on the American Red Cross

[Safe and Well Web site available through RedCross.org](#)

to let your family and friends know about your welfare.

*If you don't have Internet access, call **1-866-GET-INFO***

to register yourself and your family.

Rumor Control Hotlines:

Miami-Dade Answer Center & Rumor Control Hotline	3 1 1
outside of Miami-Dade County dial	305-468-5900
	305-468-5402 TTY
City of North Miami Beach	305-919-0892
State of Florida Emergency Information Line	800-342-3557
Haitian Support Inc.	
<i>(Provides general human services assistance, community information and disaster information in Creole.)</i>	800-443-2951

Rumor Control Hotlines:

City of Miami	305-579-1800
City of Miami Beach	305-673-7222
Broward County	954-831-4000
Monroe County	800-955-5504
Palm Beach County	407-233-3500

Governmental Agencies:

Miami-Dade County Consumer Services (report price gouging)	305-375-3677 305-375-4177 TDD
Florida Price Gouging Hotline	866-966-7226
Miami-Dade County Building Code Compliance Office	305-375-2900
Miami-Dade County Hurricane Website	
Miami-Dade County Special Transportation Services (STS)	305-630-5300 305-263-5439 TDD
Emergency Evacuation Assistance Program (EEAP)	305-468-5400 305-468-5402 TDD
Team Metro (Miami-Dade County)	305-375-5656
Broward County Building Permitting	954-765-4927
Florida Department of Insurance (www.fldfs.com)	800-342-2762
Federal Emergency Management Agency (www.fema.gov)	800-821-FEMA
National Flood Insurance Program (www.floodsmart.gov)	800-638-6620
Small Business Administration (www.sba.gov)	305-536-5521
South Florida Water Management District (www.sfwmd.gov)	800-544-2323

Utility Companies:

North Miami Beach (Utility Services)	
Customer Service	305-948-2960
After Hours Emergencies	305-652-6460
Utility Bill Payments by Phone	866-228-3298
Online Utility Bill Payments	
AT&T (www.att.com)	
Repairs	6 1 1
Customer Service (prior to the storm)	888-757-6500
Comcast (www.comcast.com)	800-266-2278
Florida Power & Light (www.fpl.com) report outages and downed lines	800-468-8243
Report outages or downed power lines - Miami-Dade	305-442-8770
Broward County	954-797-5000
FPL Medically Essential Service Program	800-226-3545
Peoples Gas - TECO Energy (www.peoplesgas.com)	877-832-6747
Miami-Dade	305-940-0139
Broward	954-525-0900

Animal Services:

Miami-Dade Animal Care & Control	305-375-5656
Broward County Animal Control	954-989-3977

Animal Services:

Miami-Dade Humane Society www.humanesocietymiami.org	305-696-0800
Broward Human Society www.humanebroward.com	954-357-6402

Miscellaneous:

Alliance for Aging Elder Helpline	305-670-4357 800-955-8770
Florida Relay Service	800-955-8771 TTY or dial 7 1 1 305-358-4357 or dial 2 1 1
Switchboard of Miami	800-963-5337 800-342-3557 800-FLHELP1
Elder Services Hotline	800-963-5337
Florida Emergency Information Line	800-342-3557
Florida Volunteer & Donations Hotline	800-FLHELP1

Other (Non-Emergency) Police Departments:

Aventura	305-466-8989
Bal Harbour	305-866-5000
Bay Harbor Island	305-866-6242
Biscayne Park	305-893-7490
Coral Gables	305-442-1600
El Portal	305-751-6455
Florida City	305-247-8223
Golden Beach	305-935-0940
Hialeah	305-687-2525
Hialeah Gardens	305-558-3333
Homestead	305-247-1535
Indian Creek	305-866-2446
Key Biscayne	305-365-5505
Medley	305-883-2044
Miami	305-579-6111
Miami Beach	305-673-7911
Miami-Dade County	305-476-5423
Miami Gardens	305-474-6473
Miami Shores	305-759-2468
Miami Springs	305-888-9711
Miccosukee Reservation	305-223-1600
North Bay Village	305-758-2626
North Miami	305-891-8111
North Miami Beach	305-949-5500
Opa-Locka	305-953-2877
Pinecrest	305-234-2100
South Miami	305-663-6301
Sunny Isles	305-947-4440
Surfside	305-861-4862

Other (Non-Emergency) Police Departments:

Sweetwater	305-552-9900
Virginia Gardens	305-871-3141
West Miami	305-266-0530

College/Universities:

Broward College	954-201-8835
Florida Atlantic University	561-297-3000
Florida International University (FIU)	305-919-5700
North Campus	305-940-5555
South Campus	305-348-2626
Miami-Dade College	305-237-1000
Nova Southeastern University (Fischler School)	800-986-3223
St. Thomas University	305-625-6000
University of Miami	305-284-6666

10 Step Family Plan

1

Hold a family meeting

Discuss the hazards of hurricanes. Encourage children to talk about their fears and explain some of the things you'll be doing to keep everyone safe. Start a written list of things you'll need to take care of and encourage everyone in the family to contribute their ideas.

2

Discuss whether you'll need to evacuate

Determine whether you live in an evacuation zone and, if so, where you will go if an evacuation order is given. Going to a family or friend's house or hotel outside the evacuation area is your best choice. If you choose to go out of town, do so well in advance of the storm. Since shelters provide for only basic needs, this should be your choice of last resort.

3

Ensure your assets are protected

Inventory your home possessions and videotape or photograph items of value. Review your insurance policies to ensure you have adequate coverage.

4

Assess your home for vulnerable areas

Do a walk-through of your home and property to evaluate your roof, windows, garage door, landscaping, etc. and determine what actions you will take.

5

Make a plan to protect your vehicles

Decide where you will store or park your vehicle, boat or RV. Check your vehicle insurance policy and keep it in the same safe place as your homeowner's policy.

6

Secure your home

Decide what actions you will need to take to protect your home and your property (shutters, generator, trim trees), and to keep as comfortable as possible during recovery.

7

Determine whether anyone in your home has special needs.

Discuss whether anyone in your home is elderly or has special needs and, if so, make arrangements in advance to accommodate those needs.

8

Make a plan for your pet

Determine how you will address your pet's needs and make a plan for your pet in case you have to evacuate. Be sure to plan for large animals such as horses.

9

Gather your supplies

Determine your family's food, water and medical needs and assemble your hurricane kit according to those needs (see sidebar for essential items to include).

10

Notify others of your plan

Let family or friends know what your hurricane plan is so they can check on you in the aftermath of the storm. Establish an out-of-town contact.