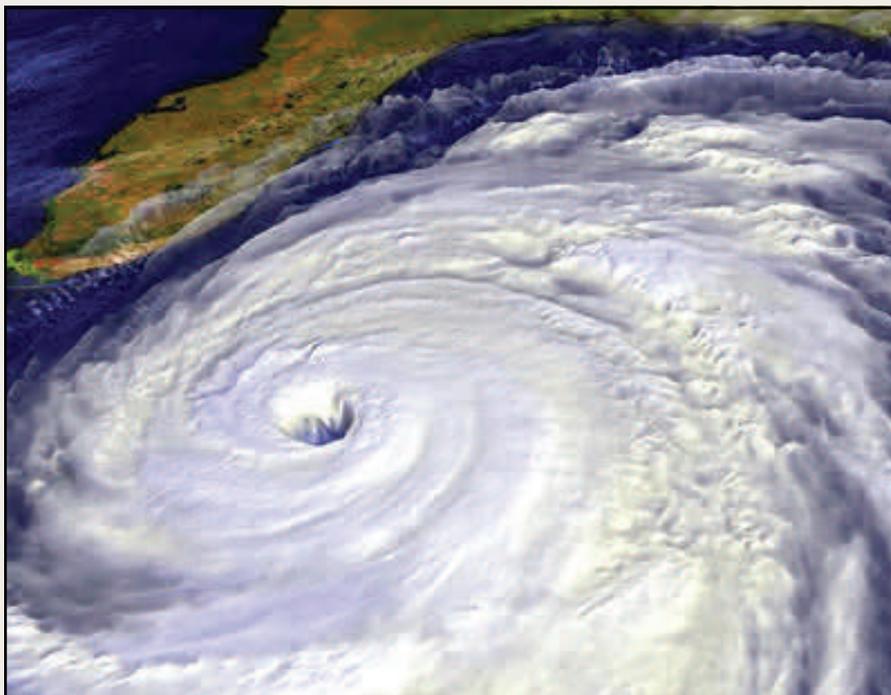


# HURRICANE PREPAREDNESS MANUAL

Quail Ridge

2015



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**QUAIL RIDGE HURRICANE PREPAREDNESS MANUAL  
2015 EDITION  
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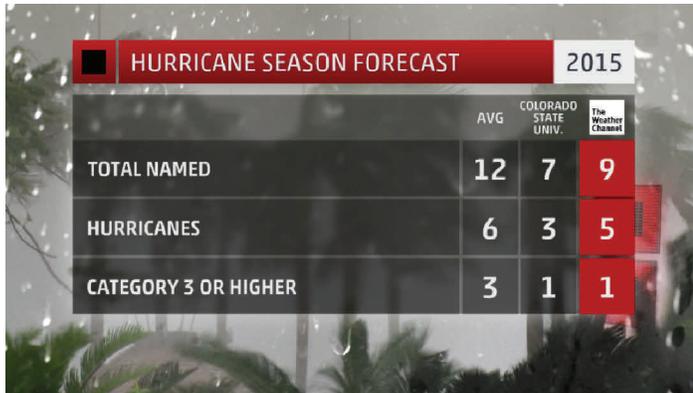
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**Atlantic hurricane season runs from June 1 to Nov. 30.** The top forecasting team of Dr. Phil Klotzbach and Dr. Bill Gray of Colorado State University (CSU) in their latest seasonal forecast predict another quiet Atlantic hurricane season is likely in 2015. They called for an Atlantic hurricane season with seven named storms, three hurricanes which one may be intense.



	AVG	COLORADO STATE UNIV.	2015
TOTAL NAMED	12	7	9
HURRICANES	6	3	5
CATEGORY 3 OR HIGHER	3	1	1

An El Niño event is underway in the Eastern Pacific, and is expected to intensify by this fall. If El Niño conditions are present this fall, this will likely bring about a quiet Atlantic hurricane season due to increased upper-level winds over the tropical Atlantic creating wind shear that will tend to tear storms apart.

Although a calm season is predicted overall, residents should still take the proper precautions. It takes only one landfall event near you to make this an active season.

While we can do nothing to prevent the storms or alter their paths, we are not helpless. As we have learned in the past, preparation and communication are two of our most powerful tools in addressing any crisis, and it is with that in mind that we have assembled this booklet.

Stocking up on water, batteries, medicines, etc. have all become commonplace for those of us who weather the season here in South Florida. Our intent, however, is to communicate the information in a way that specifically addresses the unique concerns of the community, and to publish a hurricane manual that will allow us to be as self-sufficient as possible, for as long as possible. In addition to traditional preparations, we have specifically outlined what you can expect from Quail Ridge’s management and staff before, during, and after a storm, as well as information regarding key personnel and communication procedures within the community.

Hurricanes will happen. Violent weather is a fact of life in South Florida, and while we will never stop it, we can certainly prepare for it. We hope you find the information in this booklet useful and, moreover, that you utilize it to its fullest. If the past is any indication of the future, the membership and staff will continue to meet these storms, as with any other crises, with the strength and spirit that make Quail Ridge a special place to live.

For those of you who reside at Quail Ridge all year, please stop by or call us if you have any special medical needs you think the Community Safety team needs to know about during this hurricane season. If you are confined to a wheelchair, require oxygen or need any special medical equipment that requires electricity, please make sure you contact us and fill out a Special Needs Form. The forms are available in the Business Center and on our website: [www.quailridgecc.com](http://www.quailridgecc.com) under POA/COMMUNITY SAFETY.

Eric J. Price, Director of Community Safety  
561-737-5100 Ext. 3351, Emergency 737-6000  
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## INTRODUCTION

**W**ith hurricane season just around the corner, it's time once again to pull together our Hurricane Response Team (HRT) and be prepared for any storms that might impact our community.

While we can do nothing to alter weather patterns, we *can* prepare for the most probable of events. What follows is a combination of conventional hurricane preparedness wisdom and information unique to Quail Ridge. Read it. Heed the advice. Keep it handy for reference throughout the hurricane season. Our hope is that the following pages will help you to better prepare for a storm, ease the anxiety as the winds howl and the rains fall, and cut through the confusion and uncertainty in the hours and days immediately following a storm.



### ABOUT OUR POWER: FPL AT QUAIL RIDGE

- Quail Ridge is located in “District 41” serving 1,810 customers (or meters).
- We are primarily served by the Golf Road sub-station, via “Feeder 4131” which is located on the south side of Golf Road just before I-95. A substation can serve up to 11 feeders—this one happens to be at nine.
- Our back up support comes from Boynton Beach sub station (at Old Boynton Road) which we believe serves the north end of Quail Ridge, as well as other local substations.
- Quail Ridge is basically one big “loop” of power which allows for more flexibility, particularly in storm situations. We have a major switch at the southeast corner of our property (think of the #7 south tee along Golf Road). This switch also has the potential and capability to send/divert power to the north end of the property.
- If you lose power, call FPL. When speaking with the representative, obtain a trouble ticket number in case follow-up is needed. Also, notify the Community Safety Officer at the gate of your outage.



## HURRICANE BASICS

### WHAT IS A HURRICANE?

- A hurricane is the most severe category of what is known as a “tropical cyclone.” Hurricane “season” in the Atlantic Ocean and Gulf of Mexico runs from June 1 to November 30, though storms have been known to form before and after those dates.
- Tropical cyclones are low pressure systems that have thunderstorm activity and rotate counterclockwise. A tropical cyclone that has winds of 38 MPH (33 kt) or less is called a tropical depression. When the tropical cyclone’s winds reach 39-74 MPH (34-63 kt), it is called a tropical storm. When the winds exceed 74 MPH (64 kt), the storm is considered to be a hurricane.
- The Saffir-Simpson Scale defines hurricane strength by categories, with Category 1 (74-95 MPH or 64-82 kt) being the weakest and Category 5 (winds greater than 155 MPH or 135 kt) the strongest.

Although they can vary considerably in size, hurricanes are typically approximately 300 miles wide, with a calm, clear “eye” at the center, 20-40 miles across. Hurricane-force winds can extend outward 25 to 150 miles, depending on the size of the hurricane, with dense outer rain bands ranging from 50 to 300 miles long.

### COMMUNICATION PROCEDURES

In the event of a storm where phone service is interrupted, we have set up the following procedures to update you on the community, as well as, provide a venue that allows you to leave a message from anywhere that has phone service that we can retrieve and report back to you.

- Please call **1-877-644-2344** for an update and to leave a message. Our goal is to provide a daily update with helpful and pertinent information. This phone number will also allow members to leave a message, however, we request in the first days after the storm to leave only emergency messages (i.e. to check on a family member or a neighbor).
- We will be setting up the messages and retrieving messages via a satellite phone.
- Several days following a storm, it will be easier for us to follow up on personal requests (i.e. checking personal property) and we will work to respond to these as efficiently as possible. We do ask for your patience as this effort can be substantial in the early days and weeks after the storm.
- We also recommend that you try to log onto our website at [www.quailridgecc.com](http://www.quailridgecc.com) as we will download information as soon as we can access the web and administer important information.
- For those of you within the community, be sure to stop in daily at The Fitness Center for the latest news and to visit with neighbors!
- Website updates and broadcast emails will be sent from our Communications department when power is restored.

## PERSONAL PREPARATION BEFORE HURRICANE SEASON

While the wind and rain from hurricanes can be devastating, these storms offer us an advantage over most other natural disasters: forewarning. Unlike earthquakes or tornadoes, hurricanes are typically tracked from their earliest stages as tropical waves, and their landfall, though not exactly predictable, can be estimated so that affected areas may have a week or more to make preparations.

This is not to say, however, that preparations should be postponed until a hurricane is looming off the coast. Most of the steps you should take can be completed well in advance of hurricane season, and without the stress and urgency that can engulf a community as a storm nears. What follows are basic, time-tested preparations that will not only help you endure the storm, but will make the first hours and days after the wind and rain stop more bearable. Proper preparation, also, allows you more time to focus on recovery issues that will follow in the weeks afterward.

### Hurricane Shutters

Hurricane shutters are permitted for internal protection of a unit during a hurricane or storm. Shutters must be in the open position from **December 1 through May 1**, except in the case of an imminent storm. Accordion storm shutters are allowed for exterior installation. Plan ahead to make sure your hurricane shutters are in good condition and functional. Contact General Maintenance at Ext. 3380 to make arrangements if you need help in closing your shutters. They will be able to help you if they are contacted early in the season.

### Generators

**Generators are not allowed in the apartment condominium areas.**

### PREPARE A DISASTER SUPPLIES KIT

A Disaster Supplies Kit should include the following:

- **Water** – At least one gallon per person per day. Plan on at least three days' water, preferably up to seven days.
- **Food** – Enough for three to seven days
  - Non-perishable packaged or canned food
  - Special foods for infants or the elderly
  - Snack foods
  - Non-electric can opener
  - Cooking tools/fuels (Never use a grill inside.)
  - Paper plates and plastic utensils
- **Bedding** – Blankets, pillows, etc.
- **Clothing** – Protective rain gear and shoes
- **First Aid Kit** – Be sure to include essential medications and prescription drugs.
- **Special Items** – The elderly and very young children/infants frequently have special needs (food, toiletries, etc.) Be sure to have enough on hand for three to seven days.
- **Toiletries/Hygiene Items**
- **Flashlights** – with extra batteries.
- **Radio/Television** – Battery powered with NOAA weather access and extra batteries.
- **Telephone** – Consider getting an old-fashioned phone with a cord. The cordless phones, so



common today, will not function without electricity.

- **Entertainment** – Prepare a supply of books, games, toys, etc – anything that will relieve the stress and bring the family together.
- **Cash** - Be sure to include small bills. Banks and ATMs may not be available for extended periods. Stores, if open, may not be able to make change for larger denomination bills.
- **Keys** – Include all house keys, car keys, safe deposit box keys, etc.
- **Essential Documents** – Insurance documents, medical records, deeds, financial records, bank account numbers, birth certificates, military discharge papers, etc. should be stored in a waterproof container.
- **Tools** – A basic tool set consisting of a hammer, pliers, wrenches, screw drivers, etc.
- **Pet Care Items** – See below for detailed pet care tips.

## PET CARE

- Ensure that all pets have current vaccinations
- Have a collar with proper identification and a leash for each pet.
- A color photo of your pet(s) may help in locating those that become lost during a storm.
- Current health records should be included with important household documents.
- Have a properly sized portable pet carrier and bedding for each pet.
- Litter box.
- Plan to have a two weeks supply of food and water for each pet.
- Have an adequate supply of medication. This can generally be purchased and stored well in advance.
- Adequate pet-specific first aid supplies.
- Animals brought to a pet shelter are usually required to have: Collar, identification and rabies tags, a carrier or cage, leash, an adequate supply of food, water, bowls, medications, and any special care instructions. Be sure to mark each item with identifying information.
- After the storm, be sure to keep pets leashed until they become re-oriented. Be aware that stress can cause animals to become agitated – monitor their behavior closely.
- If an animal is lost, contact local animal control authorities and bring a photo.

## DEVELOP AN EVACUATION PLAN

**B**ecause Quail Ridge is not considered to be in an evacuation zone, ***we strongly recommend that residents leave the area on their own.*** If your hurricane plan includes evacuation, it should be a thoroughly planned evacuation including the following:

**Develop the Plan in Advance** – Develop the plan for the entire family well in advance of hurricane season. If possible, leave before an official evacuation order is issued. Again, we strongly recommend that those with the means to evacuate, regardless of any official evacuation orders, should do so as early as possible.

- **Don't Go Too Far** – Try to minimize the distance you have to travel to reach your destination. Make every effort to stay with friends or family as close to home as possible.
- **Let Someone Know** – Identify an out-of-state contact and keep them abreast of your plans. Make sure the entire family knows how to contact them in case family members are separated.
- **If a hotel or motel is your final destination** – Make reservations early. They will fill up quickly and it may be difficult to find a place to stay. Remember that many hotels/motels do not allow pets, so clarify pet policies before you have to flee.
- **If no hotel/motel is available** – If you must, as a last resort, evacuate to a shelter, remember

that most shelters do not allow pets, so be sure to plan ahead. Shelters are not designed for comfort so bring your supply kit – including bedding.

- **Stay Informed** – Keep your radio tuned to NOAA Weather Radio and local news. Changes in forecast conditions can drastically change evacuation orders and may affect your plan.
- **Leaving for the season?** – If you plan to leave for the summer, it is best to arrange for someone to check on your home and ensure appropriate preparations are made should a hurricane threaten.

**Special Needs?** – Notify the Director of Community Safety NOW if you or a loved one has any special needs. Whether a resident is simply alone and may be frightened at the prospect of weathering a storm alone, or critical physical or medical needs must be met, we make every effort to accommodate and care for them. Unfortunately, we can't help if we don't know. Again, let us know NOW by turning in your Special Needs form. You may also download it from the Quail Ridge website: [www.quailridgecc.com](http://www.quailridgecc.com). Go to: POA/Community Safety

## WHAT TO EXPECT FROM QUAIL RIDGE

*P*rior to hurricane season, the Management and staff at Quail Ridge take steps to ensure appropriate readiness in the event of a storm.

- A pre-season clean-up is conducted throughout the community.
- A Hurricane Response Team, composed of designated community safety, maintenance, and landscaping personnel, is assembled. They will remain at Quail Ridge throughout a storm and assist in last minute preparations and first response in the immediate aftermath.
- Each department ensures that appropriate supplies, i.e. shutters, plywood, protection for computer components, etc., are on hand and accessible. Appropriate departments inspect, test, and repair all appropriate equipment, which includes generators.
- Designated management personnel begin to monitor tropical weather via NOAA and the National Hurricane Center.

### WHEN A HURRICANE WATCH IS ISSUED

When a hurricane **watch** is issued, **hurricane conditions are possible within 36 hours**. When a hurricane watch is issued for the area:

- **REVIEW THIS MANUAL IN DETAIL.**
- Begin to monitor NOAA weather radio, television or commercial radio for the latest weather advisories.
- Begin to monitor Quail Ridge Channel 63 on your television for updates.
- Begin to collect and secure patio furniture, refuse containers, outdoor decorations, hanging plants, and any other loose items that may be picked up by the wind.
- Fill vehicles with gasoline and minimize their use.
- Double check hurricane supplies and to be sure you have adequate food, water, batteries, etc.
- Obtain extra medications and other medical supplies.

- Gather essential documents and valuables and store in waterproof containers.
- Inventory shutters, plywood, and other protection materials and ready them for installation.
- Clean/sterilize water containers and bathtubs.

### IN A HURRICANE WATCH: WHAT TO EXPECT FROM QUAIL RIDGE



When a hurricane watch is issued for the area, Quail Ridge staff will begin preparing the community for the storm.

- All staff will be alerted.
- A community-wide clean up will begin. Staff will begin to remove construction and landscaping debris. Contractors/vendors will be required to do the same, and waste management companies empty dumpsters.
- Staging of appropriate equipment will begin.
- A Crisis Management Team, consisting of designated management personnel, monitors progress of ongoing actions as well as the progress of the storm.
- The Hurricane Response Team is alerted and readied for deployment.
- Generators are fueled and readied for use.
- Quail Ridge will begin to post updates on Channel 63.

### WHEN A HURRICANE WARNING IS ISSUED

When a hurricane **warning** is issued, **hurricane conditions are expected within 24 hours.**

When a hurricane warning is issued for the area:

- Carefully monitor radio or television for storm updates and government recommendations.
- Double check hurricane supply kit.
- Complete all preparation activities.
- **DO NOT TAPE WINDOWS.**
- STAY CALM. If evacuation is not in the plan, remain indoors once preparations are complete.
- Minimize telephone use.
- Charge cell phones and do not use them unless absolutely necessary.
- Turn refrigerator and freezer to the coldest settings and don't open unless necessary.
- Fill containers and bathtub with water. Bathtub water can be used to flush toilets should there be a disruption in water service.
- Bring in pets.

### IN A HURRICANE WARNING: WHAT TO EXPECT FROM QUAIL RIDGE



When a hurricane warning is issued:

- The Crisis Management Team continues to monitor both preparations and the progress of the storm.
- Nonessential personnel are released.
- Final preparations are completed.
- All Quail Ridge facilities (except the Fitness Center) cease operations.
- Fitness Center is stocked and manned by Community Safety personnel. The Fitness Center will be available as a temporary haven during the storm, though efforts will focus on providing a facility through which information can be disseminated to the community and some essential services can be provided in the hours and days immediately following the storm.

- The North Gatehouse will be shut down, and the gate from Boynton Beach Boulevard will be secured.
- Community Safety patrols will be increased and will focus on ensuring that last minute preparations are completed.
- All members of the Hurricane Response Team that are not Community Safety personnel will shelter in their assigned quarters.

### DURING THE STORM

Once preparations are complete and the wind and rain begins, there is very little to do but stay calm and keep in mind the following:

- **Stay indoors** – The weather will quickly deteriorate and there is nothing to do outside. Try to remain in the center of your home or apartment, away from windows.
- **Stress** – Howling wind and driving rain can create a stressful environment, especially for children and the elderly. Play a game, read to the kids, find ways to keep from dwelling on the weather.
- **Power is out** – Electric, water, telephone and cable TV service may be interrupted. Stay calm and listen to NOAA weather radio or local news stations for updates.
- **The eye** – If the eye, or center, of the hurricane should pass over, there will be a lull in the wind and rain. The skies may even clear for a few minutes to an hour. **DO NOT BE FOOLED.** The storm is not over and the winds, their direction shifted, will resume shortly. This is frequently the worst part of the storm. Trees, shrubs, damaged buildings, etc. that were damaged by the first winds will be fragile and can be further compromised, blown loose or destroyed by the second winds. Again, stay inside.

### DURING THE STORM: WHAT TO EXPECT FROM QUAIL RIDGE



Once nonessential personnel are released, the Quail Ridge Community Safety Department will assume control of the community. Again, patrols will increase with an eye toward ensuring last minute preparations are complete and encouraging anyone who is still “out and about” to shelter in their homes. In addition:

- The North Gatehouse will remain closed.
- Patrols will continue until sustained winds reach 55-60 MPH, at which time all personnel will be required to shelter in their assigned quarters\*.
- The South Gatehouse will remain operational until all other personnel are accounted for and safely indoors. Once all other personnel are safe, the South Gatehouse will be secured and remaining personnel will shelter in their assigned quarters.

\*Palm Beach County law enforcement and emergency response personnel also cease to respond to all but the most serious situations when sustained winds reach 55 MPH.

## AFTER THE STORM

**J**mmmediately following the storm, remain indoors. However tempting, don't venture out to assess damage or sightsee. In addition:

- Once it is clear to venture out, BE CAREFUL. **Be especially watchful for downed power lines.** Resist the urge to wade through flooded areas. Floodwaters can hide power lines or debris and contain dangerous bacteria and displaced wildlife.
- Continue to monitor local updates.
- Do not drink tap water until it is confirmed to be safe.
- Carefully check food supplies. If there is any doubt – THROW IT OUT.
- High water will inevitably displace wildlife. Like pets, wild animals will be disoriented and aggressive. Expect that you may encounter animals – especially snakes – that are not normally present and avoid them.
- **AVOID DRIVING** - The roads will most likely be cluttered with debris and flood waters. In the immediate aftermath, law enforcement authorities typically restrict traffic to emergency personnel, so it's best to just sit tight until told otherwise.
- Concentrate on your own home. Check for water damage, major structural damage, etc. Be sure to use flashlights and avoid using candles.
- Refrain from calling Quail Ridge personnel unless it is an emergency. PLEASE BE PATIENT.
- **PHONE SERVICE** – While the phone company has back-up generators to power those systems that require electricity, they will only last for four to eight hours, after which you may lose phone service.
- **CABLE TELEVISION** – If there is no electricity, your cable television may also be out. Be patient. Repair crews generally follow behind FPL's crews, so there may be a lag between the time electricity is restored and cable TV is restored.

### AFTER THE STORM: WHAT TO EXPECT FROM QUAIL RIDGE



**a**s we have noted, the hours and days immediately following the storm are critical times. Please be aware of the following and contact recovery staff only in an emergency:

- As soon as it is safe, Community Safety patrols will resume. The primary concern in the first few hours will be human life, so please refrain from hindering their efforts unless it is an emergency. They will, also, begin an initial assessment of the roads.
- The South Gatehouse will be re-opened and manned.
- Response crews will begin clearing roads, beginning with the main arteries – Quail Ridge Drive and Quail Covey Road – and working outward into the individual areas.
- Power, telephone, and water outages will be noted and reported. Please remember that utility problems will be widespread, and response to most utility issues is beyond the immediate control of Quail Ridge.
- The Fitness Center will be manned and begin to provide limited essential services. (See next page.)
- Key management personnel will be updated and, as soon as possible, will meet to coordinate ongoing recovery efforts.
- As recovery efforts continue, Quail Ridge staff will begin to assess damage to buildings and homes.
- It is important to be aware that recovery activities will increase as the days go by and more employees are able to return to work. The General Maintenance area will be particularly busy and should be avoided.

- It is also important to avoid downed trees, power lines, and any areas where crews are working.
- There will most likely be a lack of water, ice, gas, etc. Quail Ridge will make every effort to provide for those with special needs, but such essentials will be scarce, if available at all.

### **The Fitness Center Your Location for the Latest Information**

First, it is important to understand that the Fitness Center is NOT a “Shelter.” While it will be manned throughout a storm, its primary function will be as a community center after the storm passes. Generator power will allow us to provide such essentials as hot coffee, hot showers, access to local television and radio stations, charging stations for cell phones, etc. It will also be our primary distribution point for daily (more frequent when needed) bulletins from the Crisis Management Team and, equally important, it will be a place to share camaraderie with your neighbors.



### **The Clubhouse**

**I**n the event of a hurricane, the Clubhouse is available for the following amenities and hours. If there is no power to the community or parts of the community, we will be offering a casual barbecue fare free of charge until deemed necessary by the clubhouse manager. There will be a charge for any liquor consumed. Hours of operation will be daily from 11:30 a.m.-2:00 p.m. for meals. Card space, if available, will be from 11:00 a.m.-4:00 p.m. Bagged ice will be available free of charge for members with a limit of one bag per day. Additional bags may be purchased for \$1.50 per bag if supply allows. Bottled water will be available, if supply allows, for \$3.50 per gallon and \$1.00 for 20 oz. bottles.

### **EMOTIONAL RECOVERY**

**E**ven with the most comprehensive plan, a hurricane can be a destructive, traumatic event. As we focus on the basic concerns of life and property, we can never forget the one thing that makes Quail Ridge a community – each other. Indeed, recovering emotionally can be a difficult process, and we will need each other to get through it. The elderly and the disabled are particularly vulnerable. Already at least partially dependent on others, they may experience feelings of losing even more control. Be patient, reassure them, and reach out to your neighbor. Children, while typically more resilient, are also at risk. A younger child’s feeling of being protected and vision of the world as a safe place can be dramatically altered. Reassure them, hug them, and let them know that you are there for them.

Here are a few more tips to help ease the stress and promote emotional health:

- Try to return to as many of your usual personal and family routines as possible.
- Don’t forget to rest, eat, and drink water.
- Aside from gaining information, try to limit exposure to the sights and sounds of the aftermath, especially the frequently exaggerated media of television. The constant onslaught of sensational and direful images can lead to fatigue and depression.
- Focus on the positive.
- Don’t forget about yourself. Recognize your own feelings and don’t be afraid to accept help from others.
- Reach out and help your neighbor.
- Stay connected with your support systems. Confirm or reestablish family bonds and stay in touch with friends.

Remember that emotional recovery can take time. Be patient – with yourself and others.

## SPECIAL NEEDS RESIDENTS

Palm Beach County maintains a *Special Needs Program* to provide specialized care for people with medical needs during a disaster event. Physicians and nurses are assigned to the Special Needs Shelters by the Palm Beach County Health Department.

**Space at these shelters is limited and is based on need and established criteria.**

- You must pre-register with the County Emergency Operations Center at 561-712-6400 and have physician authorization,
- Your eligibility will be determined by the Health Department

**You may be eligible if:**

- You are dependent upon electricity for oxygen or other related medical devices
- You have minor health/medical conditions that require professional assistance
- You are immobile and/or have a chronic but stable illness

**If you are accepted, you will be notified and provided transportation to the shelters if, you need it.**

**You will need to bring:**

- Full and up-to-date prescription medications
- Medical supplies and equipment, including oxygen
- Books, cards or board games to occupy yourself
- If you bring a caregiver, he/she has to bring a chair, something to sleep on, pillow and personal items

**NOTES:**

- No pets are allowed in the Special Care Units. Make pet shelter arrangements in advance.
- If you are unable to return home, assistance will be provided for you.
- Food is provided. Please bring your own dietary food.

**For further information about the Special Needs Program, call 561-712-6400 and ask to speak to the Special Needs Coordinator.**

## TRANSPORTATION ASSISTANCE

If you do not qualify for the Special Needs Program and need transportation **ONLY** to a regular shelter, the County will provide transportation but you must be pre-registered and live in an evacuation zone or mobile home, be physically handicapped, or have no other means of transportation. Call Palm Tran Connection to register – 561-649-9838.

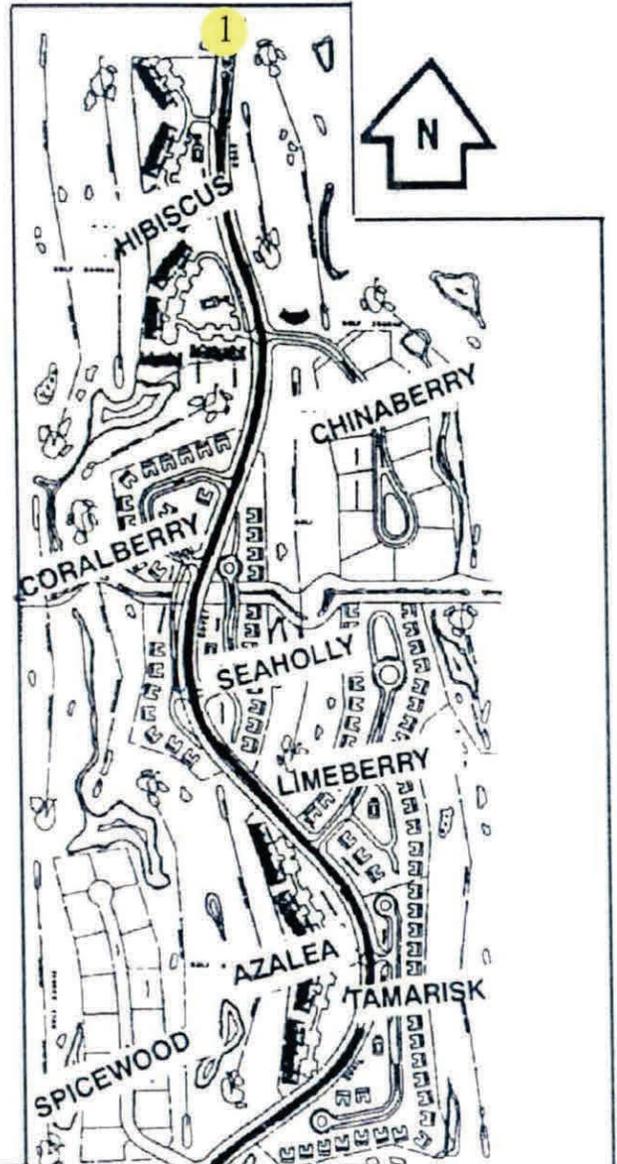


# Map of Quail Ridge Indicating Important Landmarks

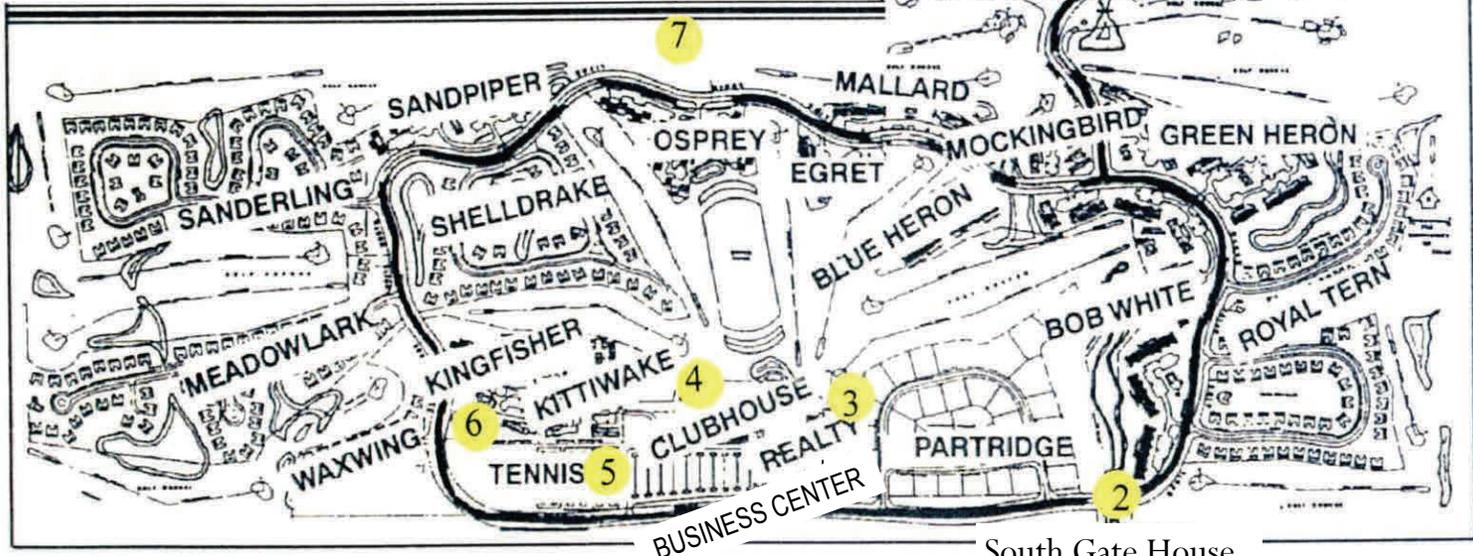
BOYNTON BEACH BLVD.

North Gate House

- 1 North Gate House
- 2 South Gate House
- 3 Business Center/Realty
- 4 Clubhouse
- 5 Tennis Center
- 6 Fitness Center
- 7 Maintenance Area



WOOLBRIGHT ROAD



South Gate House

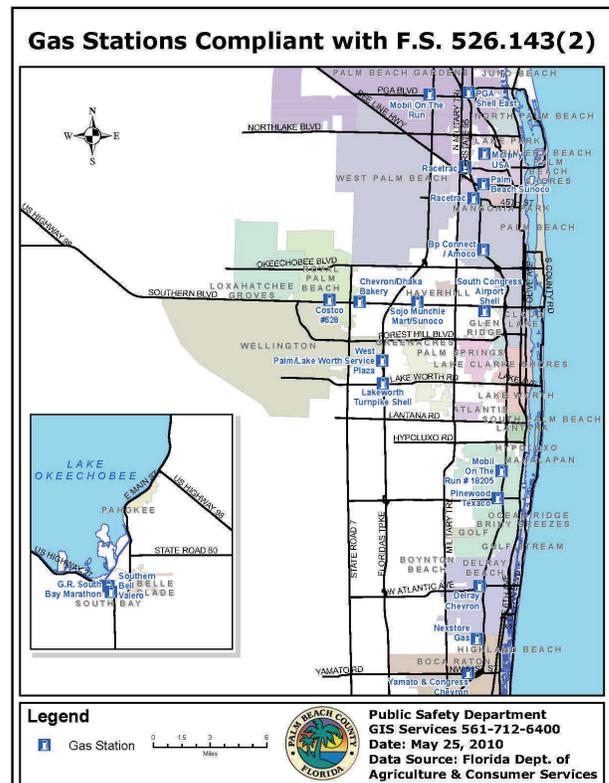
← Military Trail

GOLF ROAD

Congress Avenue →

## Gas Stations in Compliance with Florida State Stat- ute 526.143(2) – Transfer Switch

Name	Address	City
Nexstore Gas	8081 Congress Ave	Boca Raton
Yamato & Congress Chevron	801 NW 51st St	Boca Raton
Mobil On The Run # 18205	850 Gateway Blvd	Boynton Beach
Pinewood Texaco	645 W Boynton Beach Blvd	Boynton Beach
Delray Chevron	1909 W Atlantic Ave	Delray Beach
Murphy USA	103 N. Congress Ave	Lake Park
Lake Worth Turnpike Shell	8195 Lake Worth Road	Lake Worth
West Palm/Lake Worth Service	Plaza Turnpike Plaza #2 MM 94	Lake Worth
Publix Pix	15961 Orange Blvd.	Loxahatchee
Mobil On The Run	6221 PGA Blvd	Palm Beach Gardens
PGA Shell East	4150 PGA Blvd	Palm Beach Gardens
Palm Beach Sunoco	810 N Congress Ave	Riviera Beach
Racetrac	4156 Blue Heron Blvd	W Riviera Beach
Chevron/Dhaka Bakery	9141 Southern Blvd	Royal Palm Beach
Costco #628	11001 Southern Blvd	Royal Palm Beach
G.R. South Bay Marathon	890 US Highway 27 N	South Bay
Southern Bell Valero	255 US Highway 27 N	South Bay
BP Connect / Amoco	1840 Palm Beach Lakes Blvd	West Palm Beach
Racetrac	2995 45th St	West Palm Beach
Sojo Munchie Mart/Sunoco	130 N. Jog Rd.	West Palm Beach
South Congress Airport Shell	242 S. Congress Ave	West Palm Beach





## **ANTICIPATED HURRICANE DAMAGE** *Saffir-Simpson Scale*

### **Category 1 – MINIMAL (74-95 mph winds)**

Damage primarily to shrubbery, trees, foliage and unanchored homes; no real damage to other structures; some damage to poorly constructed signs. Low-lying coastal roads inundated, minor pier damage, some small craft in exposed anchorage torn from moorings.

### **Category 2 – MODERATE (96-110 mph winds)**

Considerable damage to shrubbery and tree foliage; some trees blown down. Major damage to exposed mobile homes. Extensive damage to poorly constructed signs. Some damage to roofing materials of buildings; some window and door damage. No major damage to buildings. Coastal roads and low-lying escape routes inland cut by rising water two to four hours before arrival of hurricane eye. Considerable damage to piers; marinas flooded. Small craft in unprotected anchorages torn from moorings.

### **Category 3 – EXTENSIVE (111-130 mph winds)**

Foliage torn from trees; large trees blown down. Many constructed signs blown down. Some damage to roofing materials of buildings; some wind and door damage. Some structural damage to small buildings. Mobile homes destroyed. Serious flooding at coast and many smaller structures near coast destroyed; larger structures near coast damaged by battering waves and floating debris. Low-lying escape routes inland cut by rising water three to five hours before hurricane eye arrives. Flat terrain five feet or less above sea level flooded inland eight miles or more.

### **Category 4 – EXTREME (131-155 mph winds)**

Shrubs and trees blown down; all signs down. Extensive damage to roofing materials, windows and doors. Complete failures of roofs on many small residences. Complete destruction of mobile homes. Flat terrain 10 feet or less above sea level flooded inland as far as six miles. Major damage to lower floors of structures near shore due to flooding and battering by waves and floating debris. Low-lying escape routes inland cut by rising water three to five hours before hurricane eye arrives. Major erosion of beaches.

### **Category 5 – CATASTROPHIC (155+ mph winds)**

Shrubs and trees blown down; massive damage to roofs of buildings; all signs down. Very severe and extensive damage to windows and doors. Complete failure of roofs on many residences and industrial buildings. Extensive shattering of glass in windows and doors. Some complete building failures. Small buildings overturned or blown away. Complete destruction of mobile homes. Major damage to lower floors of all structures less than 15 feet above sea level within 500 yards of shore. Low-lying escape routes inland cut by rising water three to five hours before hurricane eye arrives.

## IMPORTANT PHONE NUMBERS

ANIMAL CARE & CONTROL	561-233-1200
PALM BEACH COUNTY RED CROSS	561-833-7711 800-733-2767
DISABLED TRANSPORTATION ASSISTANCE (PALM TRAN)	561-649-9848
SPECIAL CARE SHELTERS	561-712-6400
FEMA	800-621-3362
(HEARING IMPAIRED)	800-462-7585
FIRE-RESCUE (NON-EMERGENCY)	561-712-6550
EMERGENCY MEDICAL SERVICES DIVISION	561-712-6400
PALM BEACH SHERIFF'S OFFICE (NON-EMERGENCY)	561-688-3000
(SOUTH COUNTY)	561-995-2800
FPL POWER OUTAGE	561-697-8000
HEALTH DEPARTMENT	561-840-4500
DEPARTMENT OF FINANCIAL SERVICES (DFS)	800-342-2762
DFS STORM HOTLINE	800-227-8676
PRICE GOUGING	866-966-7226
BETTER BUSINESS BUREAU	561-842-1918
PUBLIC SAFETY AND EMERGENCY OPERATIONS CENTER (PALM BEACH CNTY)	561-712-6400
(WEST PALM BEACH)	561-822-2220
(HEARING IMPAIRED)	561-712-6343
SALVATION ARMY	561-686-3530
SOLID WASTE AUTHORITY	561-640-4000
TRAFFIC SIGNAL REPAIR	561-233-3900
FLORIDA PUBLIC UTILITIES	561-832-0872 800-427-7712
COMCAST	561-266-2278

**EMERGENCY CALL 911 THEN CALL THE QUAIL RIDGE EMERGENCY LINE**

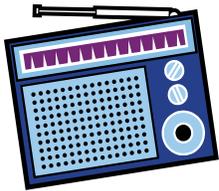
NORTH GATEHOUSE 561-737-5100 EXT. 3301

SOUTH GATEHOUSE 561-737-5100 EXT. 3300

**QUAIL RIDGE EMERGENCY LINE 561-737-6000**

DIRECTOR OF COMMUNITY SAFETY 561-737-5100 EXT. 3351

AUTOMATED VISITOR/GUEST 561-737-1528



**LOCAL NEWS COVERAGE**

Local television stations have established agreements for rebroadcasting their telecasts with area radio stations. These stations will carry EOC briefings live as well as their own news coverage. Listed below are the stations and their radio partners.

**WPBF Channel 25:**  
97.9 FM WFMF

**WPTV Channel 5:**  
105.5 FM WOLL  
1230 AM WBZT  
92.7 FM WAVW  
103.7 FM WQOL  
1290 AM WJNO

**WPEC Channel 12:**  
WIRK-FM – 103.1  
WEAT-FM -107.9  
WRMF-FM – 97.9  
WKGR-FM-98.7  
WZTA-FM/WAXE-AM -107.9/1370  
WZZR-FM – 94.3  
WCZR-FM -101.7  
WPSL-AM – 1590  
WTSU-AM -1450  
WGYL-FM – 93.7  
WOSN-FM – 97.1  
WTTB-AM -1490  
WJKD-FM – 99.7

In addition, prior to, during, and immediately following a hurricane, Palm Beach County Cable Channel 20 will broadcast emergency information and advisories from the Palm Beach County Emergency Operations Center. When monitoring the NOAA weather radio, turn to weather band four (WB4).

## LIKELY EFFECTS

<u>Category</u>	<u>Descriptions of - Likely Effects</u>
-----------------	---

- |               |   |
|---------------|---|
| <b>ONE:</b>   | <b>Winds 74-95 MPH:</b> Possible storm surge of four to five feet above normal. Damage primarily to shrubbery, tree foliage, and unanchored mobile homes. No real damage to other structures. Low-lying coastal roads inundated, minor pier damage, some small craft in exposed anchorage torn from moorings.   |
| <b>TWO:</b>   | <b>Winds 96-110 MPH:</b> Possible storm surge of six to eight feet above normal. Some damage to roofing material, doors, and windows. Considerable damage to vegetation, mobile homes, and piers. Small craft in unprotected anchorages may break moorings.   |
| <b>THREE:</b> | <b>Winds 111-130 MPH:</b> Possible storm surge of nine to 12 feet above normal. Some structural damage to small residences and utility buildings with minor curtainwall failures. Limbs torn from trees and large trees blown down. Mobile homes are destroyed. Flooding near the coast destroys smaller structures, with larger structures damaged by floating debris. Inland flooding will occur.                                 |
| <b>FOUR:</b>  | <b>Winds 131-155 MPH:</b> Possible storm surge of 13 to 18 feet above normal. More extensive curtain wall failures with some complete roof structure failure on small residences. Major beach erosion. Major damage to lower floors of structures near the shore. Inland flooding will occur. Massive evacuation of residences within 500 yards of the shore possible.  |
| <b>FIVE:</b>  | <b>Winds greater than 155 MPH:</b> Possible storm surge of more than 18 feet above normal. Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings completely destroyed. Major damage to structures near the shore. Massive evacuation of coastal areas probable. Massive evacuation of residential areas on low ground up to 10 miles from shore possible. |



## SUMMARY OF HURRICANE HAZARDS

Each year, from June 1 to November 1, the Gulf and East Coast states are at great risk for tropical cyclones, or hurricanes. While most people know that tropical cyclones can contain damaging winds, many do not realize that they also produce several other hazards, both directly and indirectly. Following is vital information you need to help minimize the impact of tropical cyclones on you and your loved ones. *This is your call to action.*

### STORM SURGE

Simply put, storm surge is water that is pushed toward the shore by the force of the storm's swirling winds. This large dome of water, typically associated with the front and right quadrants of the hurricane, can extend miles inland and poses the greatest potential risk to life and property. Because it has a greater potential to kill than any of the other hazards, you should consider planning for a storm that is one category higher than is forecast.

### HIGH WINDS

A storm's intensity is generally expressed in terms of categories based on the Saffir-Simpson Scale. The more intense the wind, the more wind damage can be expected to occur. The strongest winds usually occur in the right side of the eye wall, with speeds generally decreasing significantly within 12 hours of landfall. Even tropical storm force winds (39-73 MPH) can be dangerous, so it is wise to prepare well in advance for these storms as well.

### HEAVY RAINS

Hurricanes (and some tropical storms) typically produce up to 12 inches of rain or more causing severe flooding. Some areas of southeastern Mexico, for example, experienced over 60 inches of rain when Hurricane Wilma struck in October, 2005. In fact, inland flooding – more than 100 miles inland at times - has been the primary cause of hurricane-related fatalities over the past 30 years. The heaviest rains usually occur to the right of the cyclone track in the period six hours before and six hours after landfall, though this can vary considerably depending on the speed of the storm and other weather features.

### TORNADOES

Tornadoes are most likely to occur in the right front quadrant of a hurricane. The more intense the hurricane, the more likely it is that tornadoes will be spawned. Most hurricane-related tornadoes occur within 150 miles of the coast, with the threat remaining for days after landfall. Please note that there is currently no way to predict which hurricanes will produce tornadoes or where they will touch down. The newest technologies have greatly improved the forecaster's warning capability, but they typically provide only a few minutes' lead time.

### INLAND FLOODING

While storm surge is always a great threat, note that inland flooding has actually caused more fatalities in the past 30+ years. Typically, the greatest flooding is not associated with the strongest storms, but with weaker, slower moving hurricanes. Between 1970 and 2000, 59% of deaths associated with tropical cyclones were due to drowning in freshwater floods, so when you hear hurricane, think flood!



## DEFINITIONS

### TROPICAL DEPRESSION

An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds\* of 38 MPH (33 kt\*\*) 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 sustained winds of 74 MPH (64 kt) or higher.

\* Sustained winds are defined as a 1-minute average wind measured at about 33 feet (10 meters) above the surface.

\*\* 1 knot = 1 nautical mile per hour or 1.15 miles per hour. Abbreviated "kt"

### STORM SURGE

A large dome of water, 50 to 100 miles wide, pushed onshore by a hurricane.

### STORM TIDE

A combination of storm surge and normal tide (e.g. a 15-foot storm surge combined with a normal 2-foot tide over mean sea level creates a 17-foot storm tide.)

### HURRICANE WATCH

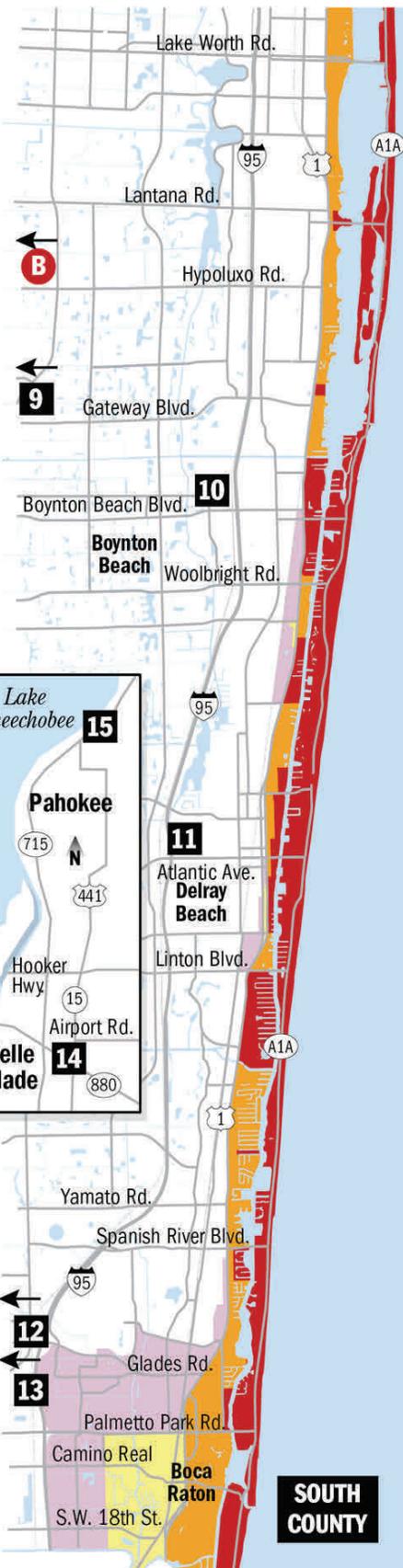
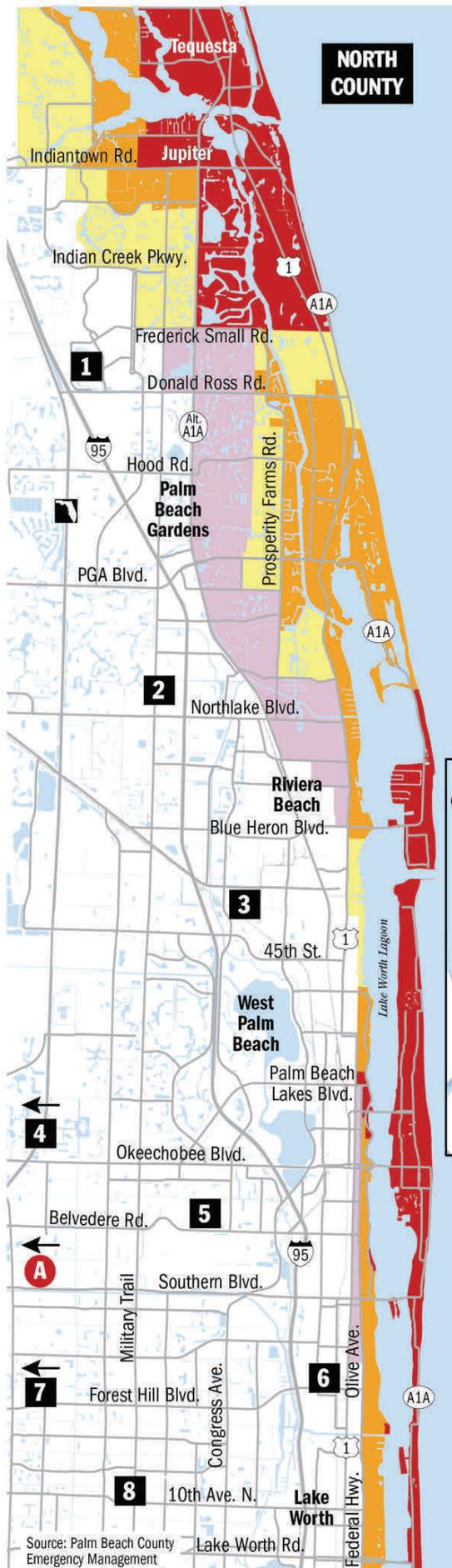
A hurricane WATCH means that hurricane conditions are *possible* within 36 hours.

### HURRICANE WARNING

A hurricane WARNING means that hurricane conditions are *expected* within 24 hours.

# New evacuation zones

Palm Beach County is expanding its evacuation plan from two zones to five.



## Evacuation Plan A (Anticipated Cat. 1)

Nobody leaves, unless:

- You live in a manufactured home.
- Your home is of substandard construction.
- Your home is located in an area that is prone to severe flooding.

■ **Evacuation Plan B** (Anticipated Cat. 2 and higher)

■ **Evacuation Plan C** (Anticipated Cat. 3 and higher)

■ **Evacuation Plan D** (Anticipated Cat. 4 and higher)

■ **Evacuation Plan E** (Anticipated Cat. 5)

## Shelters

Don't go to a shelter until authorities have announced it's open.

(Numbers in parentheses indicate shelter capacity.)

● **A. Special medical needs shelter:** South Florida Fairgrounds. Must register in advance of a storm by calling (561) 712-6400. Registrations are taken up until a hurricane warning is issued.

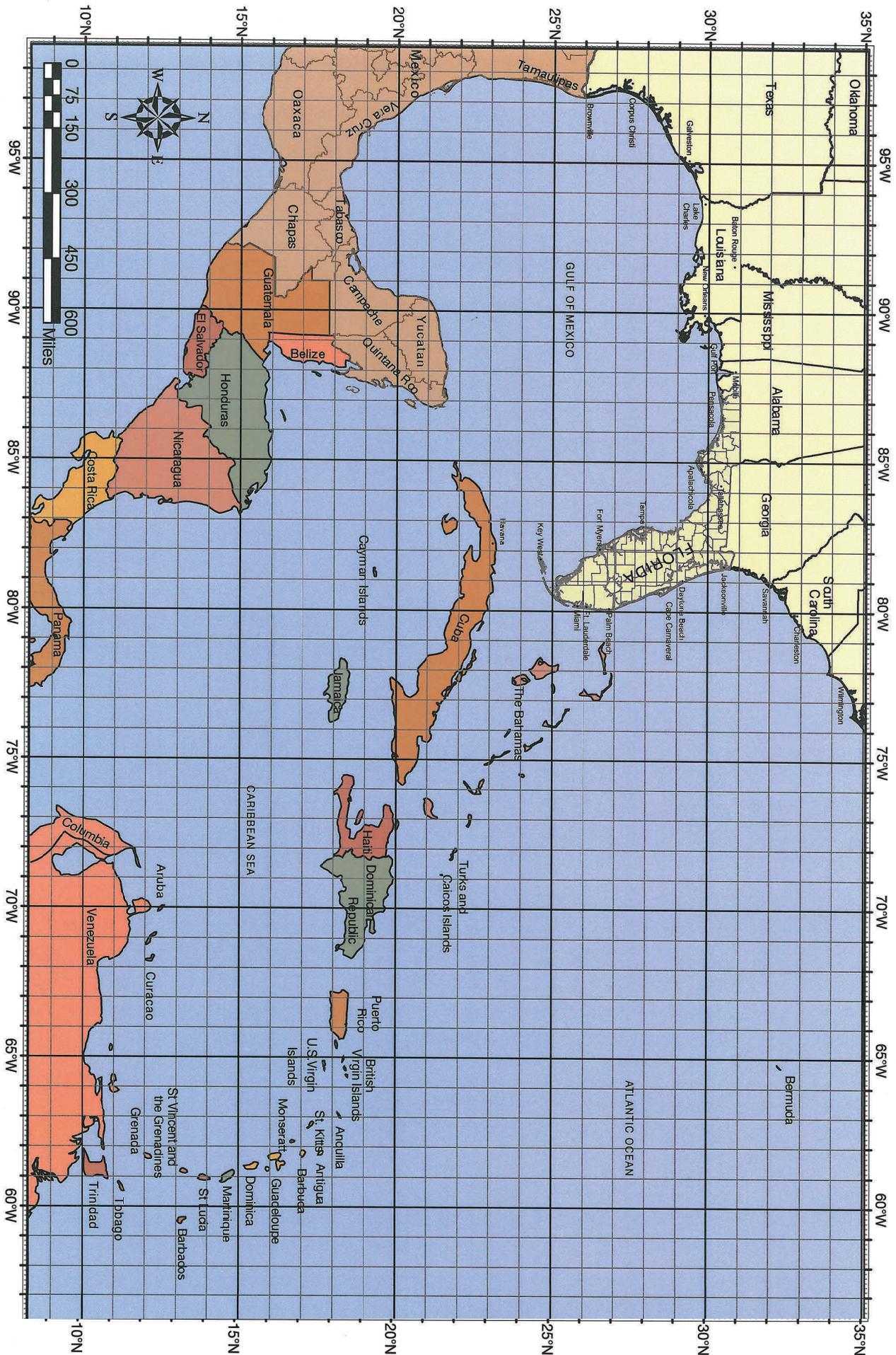
● **B. Pet-friendly animal shelter** (operated by Palm Beach County Animal Care and Control): West Boynton Recreation Center, at 6000 Northtree Blvd. Space is limited. Preregister: (561) 233-1266, Ext. 1, or [www.pbcgov.com/publicsafety/animalcare](http://www.pbcgov.com/publicsafety/animalcare) (see Hurricane Info box).

### PRIMARY SHELTERS:

- 1. Independence Middle School**, 4001 Greenway Drive, Jupiter (410)
- 2. Palm Beach Gardens High School**, 4245 Holly Drive, Palm Beach Gardens (4,000-5,000)
- 3. Dr. Mary McLeod Bethune Elementary School**, 1501 Ave. U, Riviera Beach (500)
- 4. Seminole Ridge High School**, 4601 Seminole Pratt Whitney Road, Loxahatchee (3,900)
- 5. Westgate Elementary School**, 1545 Loxahatchee Drive, West Palm Beach (720)
- 6. Forest Hill High School**, 6901 Parker Ave., West Palm Beach (4,000)
- 7. Palm Beach Central High School**, 8499 Forest Hill Blvd., Wellington (5,750)
- 8. John I. Leonard High School**, 4701 10th Ave. N. Greenacres (about 4,000)
- 9. Park Vista High School**, 7900 Jog Road, Boynton Beach (4,950)
- 10. Boynton Beach High School**, 4975 Park Ridge Blvd., Boynton Beach (2,720)
- 11. Atlantic High School**, 2455 W. Atlantic Ave., Delray Beach (5,750)
- 12. Boca Raton High School**, 1501 N.W. 15th Court, Boca Raton (3,900)
- 13. West Boca Raton High School**, 12811 Glades Road, Boca Raton (3,900)
- 14. Lake Shore Middle School**, 425 W. Canal St. N., Belle Glade (2,800)
- 15. Pahoee Middle School**, 850 Larrimore Rd., Pahoee (888)

Source: Palm Beach County Emergency Management

BRFNAN KING/Staff Artist



# Hurricane Tracking Map