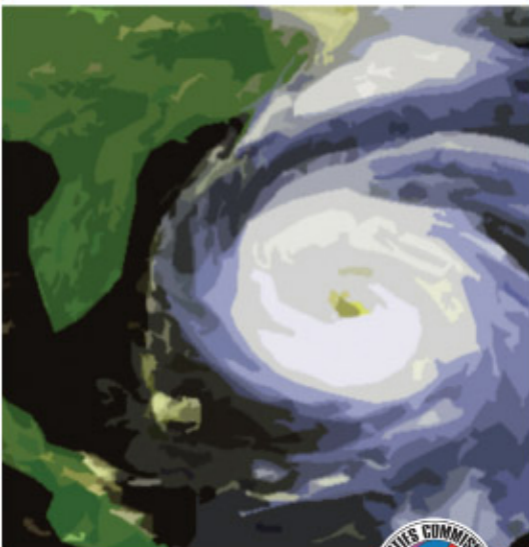


2009 HURRICANE PREPARATION GUIDE



WWW.UCNSB.ORG



CITIZEN INFORMATION CENTER INFORMATION

During an emergency, it is vital for residents and visitors to receive updates regarding storm status, preparations, evacuations, closings, and recovery.

New Smyrna Beach Citizen Information Hotline

During a hurricane or major storm event, the City will staff and operate a Citizen Information Center to provide residents with emergency information and answer storm-related questions. The Citizen Information Hotline is operated 24 hours a day during a disaster. Hotline numbers are (386) 424-2113 or (386) 424-2114.

Volusia County Citizen Information Hotline: 1-866-345-0345

Volusia County Emergency Management: (386) 423-3395

Radio

Residents are encouraged to monitor all local radio stations for county-wide information. Radio stations may include **WSBB 1230 AM and 1640 AM, WNDB 1150 AM, 93.1 FM, 95.7 FM, and 103.3 FM.**

Television

Many television stations will likely have coverage of local storm events. TV stations may include **PBS 15 and Bright House Channel 99.**

Citizen Information Hotlines

New Smyrna Beach: (386) 424-2113 or (386) 424-2114

Volusia County: 1-866-345-0345



ELECTRIC SAFETY DURING HURRICANES

If your power goes out, call the UC outage reporting system at **(386) 427-1366**.

Immediately unplug appliances that will go on automatically when the power is restored. Turn off appliances such as washers, dryers, computers, and TVs. Once power is restored, turn appliances back on one at a time to avoid a power surge.

Leave one light, alarm clock or ceiling fan in the "ON" position so you can tell when the power has been restored.

Be careful when using candles, matches, propane stoves or any other flammable material for light or cooking.

Food will stay frozen between 36 and 48 hours in a full freezer, 24 hours in a half-filled one. Try not to open the doors unless absolutely necessary.

Electric Emergency Reporting System

The UC has an automatic response system in times of extensive outages. Customers who call **(386) 427-1366** will hear a recorded message that gives known outages at the time.

If you hear your area listed, there is no need to leave a phone number or message. If you don't hear the area you are calling about, leave your phone number and/or message.

If we have a current phone number on file, your name and address will appear on our screen and we can see where the problem is so there is no need to leave a message. Update your phone number via your WebConnect account or by calling customer service at **(386) 427-1361**.

If a massive hurricane hits, we know your power is out and there is no need to leave messages.

2009 Hurricane Names

Ana	Henri	Odette
Bill	Ida	Peter
Claudette	Joaquin	Rose
Danny	Kate	Sam
Erika	Larry	Teresa
Fred	Mindy	Victor
Grace	Nicholas	Wanda

Hurricane Resources

Volusia County Emergency Management: **(386) 423-3395**, www.volusia.org/emergency

Florida Emergency Management: www.floridadisaster.org

National Weather Service: www.weather.gov

National Hurricane Center: www.nhc.noaa.gov

Severe Weather Terms

Tropical Depression: a disturbance with a clearly defined low-pressure area, highest wind speed is 38 mph

Tropical Storm: a distinct low-pressure area well defined by rotating circulation, winds of 39-73 mph

Hurricane: an upgraded tropical storm with sustained winds of 74 mph or greater

Tropical Storm or Hurricane Watch: an alert issued if tropical storm or hurricane conditions pose a threat, generally within 36 hours

Tropical Storm Warning: a warning issued if tropical storm conditions are expected in specific coastal area, generally within 24 hours

Hurricane Warning: an alert issued if a hurricane is expected in a specific coastal area within 24 hours. Once a hurricane warning is issued, all storm preparations should be completed immediately.

Evacuation Order: issued by local government officials. Once issued, an evacuation order is mandatory under law in the state of Florida. If you live in a manufactured/mobile home or an area ordered to evacuate, gather suggested disaster supplies and leave immediately. If you live in a safe area, secure your home and be prepared to stay. You may be ordered to evacuate before a hurricane watch/warning is issued.

SHELTER INFORMATION

The following is information about shelters in southern Volusia County. For a complete list of shelters, please visit www.volusia.org/storm/shelter.htm.

New Smyrna Beach

New Smyrna Beach High School,
1015 10th St.

Port Orange

Atlantic High School (SNS, PF),
1250 Reed Canal Rd.
Creekside Middle School (SNS, PF),
6801 Airport Rd.
Cypress Creek Elementary,
6100 S. Williamson Blvd.
Horizon Elementary School,
4751 Hidden Lakes Dr.
Sweetwater Elementary School,
5800 Victoria Gardens Blvd.

Volusia County Fairgrounds (PPS),
3150 SR 44, DeLand, ¼ mi. east of I-4

- **SNS:** Special Needs Shelters—SNS shelters assist evacuees who are elderly, physically, mentally or sensory disabled, visually or hearing impaired, or require oxygen.
- **PF:** Pet Friendly—people and pets are housed in separate locations at the shelter.
- **PPS:** People & Pet Shelter—people must stay with their pets at all times.

Pet Shelters:

People and their pets are permitted only at the Volusia County Fairgrounds and at all PF-designated shelters. Pet owners must bring proof of pet vaccination, food, and water for their pet. All animals must be in crates. Transportation to the shelter is provided at regular Votran bus stops as long as animals are crated.

People with Special Needs (PSN):

All persons with special needs who would require assistance during evacuation and sheltering because of physical, mental, cognitive impairment, or sensory disabilities can register their needs through the Volusia County Health Department. You can visit www.volusiahealth.com/specialneeds.asp or contact Dawn Hewitt at 1-866-600-9416.



PSNs should be accompanied by a caregiver, if this type of assistance is normally needed, and must bring all needed supplies. PSN shelters are not for people who need 24-hour dedicated care, a hospital bed, ventilator, other complex care, or isolation patients.

SNS shelters are pet-friendly. Contact **Volusia County Animal Services** at (386) 423-3369 for more information.

During an emergency, not all shelters will open at once. To find out which shelters are available, tune in to the local news media or call the toll-free **Volusia County Citizen Information Hotline** at 1-866-345-0345 (only during a disaster). Telecommunications device for the deaf (TDD): (386) 248-1792.

Items to Take to If You Evacuate to a Shelter

Evacuees may need to stay at a shelter for 24-72 hours during an emergency. Since space is limited, only take essential items—avoid bringing valuables; shelters are not responsible for lost or stolen items. Items to take with you include:

- Medical supplies: prescription medications, eyeglasses, dentures
- Disaster supplies: flashlight, batteries, radio, first aid kit, bottled water
- Clothing and bedding: change of clothes, a sleeping bag/bedroll and a pillow for each household member
- Special dietary food, snacks
- Toiletry items
- Diapers, infant/elderly/disabled needs
- Entertainment, such as books, games

Saffir-Simpson Scale

Tropical Storm: winds 39-73 mph
Ex. Fay, 2008

Hurricanes

Category 1: winds 74 – 95 mph
Ex. Hanna, 2008

Category 2: winds 96 – 110 mph
Ex. Frances, 2004

Category 3: winds 111 – 130 mph
Ex. Jeanne, 2004; Katrina, 2005

Category 4: winds 131 – 155 mph
Ex. Charley, 2004

Category 5: winds over 155 mph
Ex. Andrew, 1992

Source: www.nhc.noaa.gov

Important Numbers & Websites

For all emergencies, call 911.

Police: (386) 424-2000

Fire & hazard planning: (386) 424-2162

Sheriff: (386) 423-3352

Utilities Commission: (386) 427-1361

Emergency Electric: (386) 427-1366

Emergency Water/Wastewater:

(386) 427-1368

NSB Public Works: (386) 424-2212

Volusia County Public Works:

(386) 943-7889

UCNSB: www.ucnsb.org

New Smyrna Beach:

www.cityofnsb.com

Volusia County: www.volusia.org