

2026 EMERGENCY MANAGEMENT TOOL KIT



THE PALM BEACHES
FLORIDA

Resources, Information, and Important Contacts

THE PALM BEACHES FLORIDA





EMERGENCY MANAGEMENT TOOL KIT FOR GROUPS

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I. Introduction:

a. Mission Statement:

This Emergency Management Tool Kit provides a guideline to resources within Palm Beach County in the event of a crisis or an emergency with an emphasis on Group Meetings and Events. While every crisis or emergency is unique, this plan will point visitors in the right direction to obtain updated information prior, during, and post-crisis or emergency.

II. Key Contact Information:

a. Discover The Palm Beaches Points of Contact

- Your Destination Services Team:

Name	Title	Cell phone
Aly X. Fernandez	Associate Vice President of Destination Services	(305) 978-6580
Yvonne Williams	Director of Destination Services	(561) 847-5624
Jessica Lettsome	Senior Manager of Destination Services	(561) 329-2282

- Your assigned Destination Services team member will communicate with you any updates pre/during/post a crisis or emergency. If they are not accessible during a crisis or emergency than the regional team of Directors of Sales will be available to provide updated information.

Name	Title	Cell phone
Robin Prakash	Vice President of Group Sales	(561) 318-9229
Tamara Haynie	Director of Sales, Northeast	(973) 886-4202
Peggy Murray-Hagaman	Director of Sales, Midwest	(847) 691-4829
Kelly Farrell	Sr. Sales Manager, Florida Association and International	(813) 277-6382
Inga Richter	Director, Meetings and Conventions Westcoast & Incentive	(858) 203-5612
Linsey Barrett-Grosfield	Senior Manager of Group Sales	(772) 919-2354
Maxine Jemison	Senior Manager of Multicultural Sales	(954) 684-5358
Sebestina Jenkins	Sales Manager	(561) 523-6615
Melissa Siegler	Senior Account Executive	(561) 988-5298
Emely de la Cruz	Account Executive	(561) 412-7345



b. Federal Agencies:

Name	Phone	Website
U.S. Department of Homeland Security:	(202) 282-8484	www.dhs.gov
U.S. Department of Homeland Security South Florida, Fort Lauderdale:	(954) 356-7939	www.dhs.gov
National Terrorism Advisory System:	n/a	www.dhs.gov/advisories
American Red Cross:	(800) 733-2767	www.redcross.org
National Weather Service (Miami):	(305) 229-4522	www.weather.gov/mfl
FBI:	(561) 833-7517	www.fbi.gov
Secret Service:	(561) 659-0184	www.secretservice.gov
Federal Emergency Management Agency (FEMA Region IV):	(770) 220-5200	www.fema.gov
Occupational Safety and Health Administration (OSHA):	(954) 424-0242	www.osha.gov
Center for Disease Control and Prevention:	(404) 639-3311	www.emergency.cdc.gov
Poison Control:	(561) 650-6333	www.floridapoisontcontrol.org

c. Regional Agencies:

Name	Phone	Website
Palm Beach County Sheriff's Office:	(561) 688-3000	www.pbso.org
Palm Beach County Public Safety and Emergency Management:	(561) 712-6400	http://discover.pbcgov.org/publicsafety/dem/Pages/Hurricane.aspx
Florida Power & Light Company (FPL)	(561) 478-6399	www.fpl.com
Palm Beach County Water/Utilities:	(561) 740-4600	www.pbcgov.org/waterutilities
Florida Disaster Information Hotline	(800) 342-3557	www.floridadisaster.org

III. Key Communication Channels

a. Informational Websites:

Website	Description
Discover The Palm Beaches: www.thepalmbeaches.com	- Updates on Crisis Situations within Palm Beach County



a. (Continued) Informational Websites:

Visit Florida: www.visitflorida.org Disaster Planning Tool Kit Information - Two comprehensive guide for business and individual preparedness: https://floridadisaster.biz/DisasterPlanningToolkit Make A Plan Ready.gov	- Updates on Florida using #floridanow - Updates on Crisis Situations within Palm Beach County and the state - www.expedia.com/Florida lodging and accommodations updates
Palm Beach County Public Safety and Emergency Management: http://discover.pbcgov.org/publicsafety/dem/Pages/Hurricane.aspx	- Updates on Crisis Situations within Palm Beach County

b. National Media Outlets:

Channel	Website
FOX	www.foxnews.com
CBS	www.cbsnews.com
MSNBC	www.msn.com
ABC	www.abcnews.go.com
NBC	www.nbcnews.com

c. Palm Beach County Local News Outlets:

Outlet	Phone	Website
WPEC CBS12 (CBS affiliate)	(561) 844-1212	www.cbs12.com
WPTV NewsChannel 5 (NBC affiliate)	(561) 655-5455	www.wptv.com
WPBF 25 News (ABC affiliate)	(561) 694-2525	www.wpbfl.com
Palm Beach Post	(561) 820-4111	www.palmbeachpost.com
Sun Sentinel	(954) 356-4000	www.sun-sentinel.com

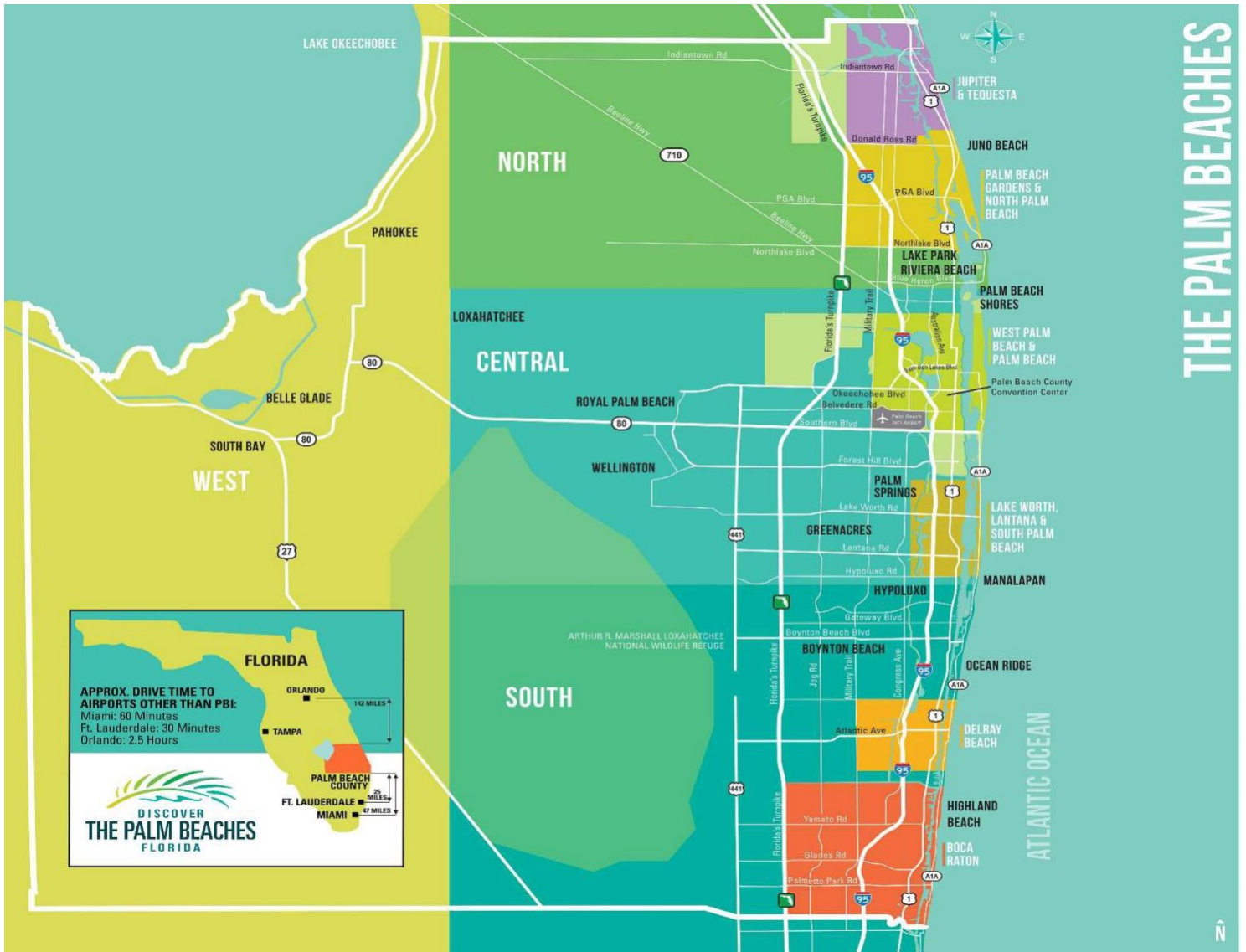
d. Radio Stations

Station	Phone	Website
THE PALM 95.9 FM	(561) 627-9966	www.trueoldiesfla.com
WJNO 1290 AM	(561) 616-6600	www.wjno.iheart.com
WRMF 97.9 FM	(561) 868-1100	www.wrmf.com
WILD 95.5 FM	(561) 616-6600	www.wild955.iheart.com
SUNNY 104.3 FM (CBS)	(561) 686-9505	www.sunny1043.com
X 102.3 FM	(561) 616-4777	www.X1023.com
Hot105!	(305) 444-4404	www.hot105fm.com



IV. Contact Information for Each Region of Palm Beach County

a. Palm Beach County Area Map:





FPL power outages and downed powerlines - 1.800.4OUTAGE

a. North County Contact Information by City:

City	Jupiter
Emergency Contacts	• jupiter.fl.us/235/Storm-Information • Emergency Management - 561.712.6400
Communications	• Kate Moretto, katem@jupiter.fl.us , 561.741.2575
Police	• Non-emergency - 561.799.4445
Fire	• Non-emergency - 561.741.2456 • Utilities Department- 561.741.2705
Hospitals	• Jupiter Medical Center, 1210 S. Old Dixie Highway, Jupiter, FL 33458 jupitermed.com , 561.263.2234
Hurricane Info	• jupiter.fl.us/235/Storm-Information
Hurricane Evacuation Zones	• C (Beachfront areas, Intracoastal) D (West of US 1)
Hurricane Evacuation Routes	• West on Indiantown Road • North or south on US 1
Hurricane Shelters	• Independence Middle School, 4001 Greenway Drive, Jupiter • Palm Beach Gardens High School, 4245 Holly Drive, Palm Beach Gardens
Urgent Care	Jupiter Medical Center Urgent Care - Abacoa 5430 Military Trail Suite 64, Jupiter, Florida 33458 (561) 263-7010 Monday – Saturday: 8 a.m. – 8 p.m. / Sunday: 9 a.m. – 5 p.m. https://www.jupitermedurgentcare.com/locations/
City	Palm Beach Gardens
Emergency Contacts	• Emergency Management - pbgfl.com/469/Emergency-Management • David Reyes, Director of Emergency Management, dreyes@pbgfl.com, 561.804.7015
Communications	• Candice Temple, ctemple@pbgfl.com , 561.799.4152
Police	• Non-emergency - 561.799.4445
Fire	• Non-emergency - 561,799.4100
Hospitals	• Palm Beach Gardens Medical Center, 3360 Burns Road, pbgmc.com , 561.622.1411
24-Hour Pharmacies	• CVS, 11000 N Military Trail, Palm Beach Gardens, FL 33410 561.626.7542 (pharmacy closes 1:30- 2pm weekdays) • Walgreens, 1800 W. Indiantown Road, Jupiter, FL 33458 561.744.6822 (pharmacy hours: 8am-10pm)
Hurricane Info	• pbgfl.com/282/Hurricane-Information
Hurricane Evacuation Zones	• C (Intracoastal, west of US 1) D (west US 1) E (west of US 1, close to I-95)
Hurricane Evacuation Routes	• West on Northlake Blvd. • West on PGA Blvd. • North or south on US 1
Hurricane Shelters	• Palm Beach Gardens High School, 4245 Holly Drive, Palm Beach Gardens, FL 33410



a. (Continued) North County Contact Information by City:

City	Riviera Beach/Singer Island
Emergency Contacts	Jonathan Evans, City Manager, jevans@rivierabeach.org, 561.812.6597
Communications	N/A
Police	• Non-emergency - 561.845.4123
Fire	• Non-emergency - 561.845.4104
Hospitals	• St. Mary's Medical Center, 901 45th St., West Palm Beach, stmarysmc.com, 561.844.6300
24-Hour Pharmacies	• CVS, 4465 Northlake Blvd., Palm Beach Gardens, FL 33410 561.622.6803 (pharmacy hours: 8am-1:30pm, 2-10pm weekdays/Saturday- 9am-1:30pm, 2-6pm/ Sunday- 10am-1:30pm, 2-6pm)
Hurricane Info	N/A
Hurricane Evacuation Zones	• B (Singer Island) C (Intracoastal) E (west of US 1)
Hurricane Evacuation Routes	• West to Blue Heron Blvd. • North or South US 1
Hurricane Shelters	• Dr. Mary McLeod Bethune Elementary School, 1501 Avenue U, Riviera Beach, FL 33404
Urgent Care	Urgent Care of The Palm Beaches – North Palm Beach 11951 US Highway 1 Suite 108, North Palm Beach, FL 33408 (561) 429-6109 Monday – Friday: 8 a.m. – 8 p.m. / Saturday - Sunday: 8 a.m. – 7 p.m. https://urgentcareofthepalmbeaches.com/

b. Central County Contact Information by City:

City	Palm Beach
Emergency Contacts	• townofpalmbeach.com/377/Emergency_Management • Sean Baker, sbaker@townofpalmbeach.com, 561.838.5400
Police	• Non-emergency 561.838.5454
Fire	• Non-emergency 561.838.5420
Hospitals	• Good Samaritan Medical Center, 1309 Flagler Drive, West Palm Beach, goodsamaritanmc.com , 561.655.5511
Pharmacies	• CVS, 11000 N Military Trail, Palm Beach Gardens, FL 33410 561.626.7542 (pharmacy closes 1:30-2pm every day) • CVS, 1301 N. Dixie Hwy, West Palm Beach, FL 33401 561.366.1125 (pharmacy hours: 7am-10pm every day)
Hurricane Info	• townofpalmbeach.com/377/Emergency_Management
Hurricane Evacuation Zones	• B (Beachfront areas, Intracoastal)
Hurricane Evacuation Routes	• West on Royal Palm Way / Okeechobee Blvd • West on S. Ocean Blvd. / Southern Blvd.



b. (Continued) Central County Contact Information by City:

City	Palm Beach
Hurricane Shelters	• West Gate Elementary School, 1545 Loxahatchee Drive, West Palm Beach, FL 33409 • Forest Hill High School, 6901 Parker Ave, West Palm Beach, FL 33405
Urgent Care	• Urgent Care of The Palm Beaches – Palm Beach 5818 South Dixie Highway, West Palm Beach, Florida 33405 - 561.782.4729 Monday – Friday: 8 am – 8 pm/ Saturday - Sunday: 8 am-7 pm; https://urgentcareofthepalmbeaches.com/ • MedForce Mobile Urgent Care, 561.619.7930, 116 N. Dixie Hwy West Palm Beach, FL 33401 10am-10pm everyday https://www.medforcemobile.com/
City	West Palm Beach
Emergency Contacts	• City Hotline - 561.822.2222
Communications	• Diane G. Papadakos, dpapadakos@wpb.org , 561.822.1411
Police	• Non-emergency - 561.822.1900
Fire	• Non-emergency - 561.804.4700
Hospitals	• St. Mary's Medical Center, 901 45th St., West Palm Beach, FL 33407, stmarysmc.com, 561.844.6300 • Good Samaritan Medical Center, 1309 Flagler Drive, West Palm Beach, FL 33401 goodsamaritanmc.com, 561.655.5511
24-Hour Pharmacies	• CVS, 11000 N Military Trail, Palm Beach Gardens, 561.626.7542
Hurricane Info	• wpb.org/News-Video/Storm-Preparedness/Critical-Information-for-the-2018-Atlantic-Hurricane
Hurricane Evacuation Zones	• B (Intracoastal, Downtown) C (downtown) E (east of US 1)
Hurricane Evacuation Routes	• West on Okeechobee Blvd. • West on Palm Beach Lakes Blvd. • North or south on US 1
Hurricane Shelters	• Forest Hill High School, 6901 Parker Ave, West Palm Beach, FL 33405
Urgent Care	• MD Now Urgent Care 2606 South Dixie Hwy. West Palm Beach, Florida 33401, 561.227.7330 Monday – Sunday: 8 a.m. – 8 p.m. https://www.mymdnow.com/locations/palm-beach/south-dixie • MedForce Mobile Urgent Care, 561.619.7930, 116 N. Dixie Hwy West Palm Beach, FL 33401 10am-10pm everyday https://www.medforcemobile.com/

c. South County Contact Information by City:

City	Boca Raton
Emergency Contacts	• Citizens Information Center at 561-982-4900 • Emergency messaging, CodeRED: https://www.myboca.us/1166/Emergency-Messaging
Communications	• Anne Marie Connolly, Communications Manager, amconnolly@myboca.us, 561.544.8521 • Christine Mucci, Emergency Manager, cmucci@myboca.us, 561.347.5213, https://www.myboca.us/1105/Emergency-Management
Police	• Non-emergency - 561.368.6201

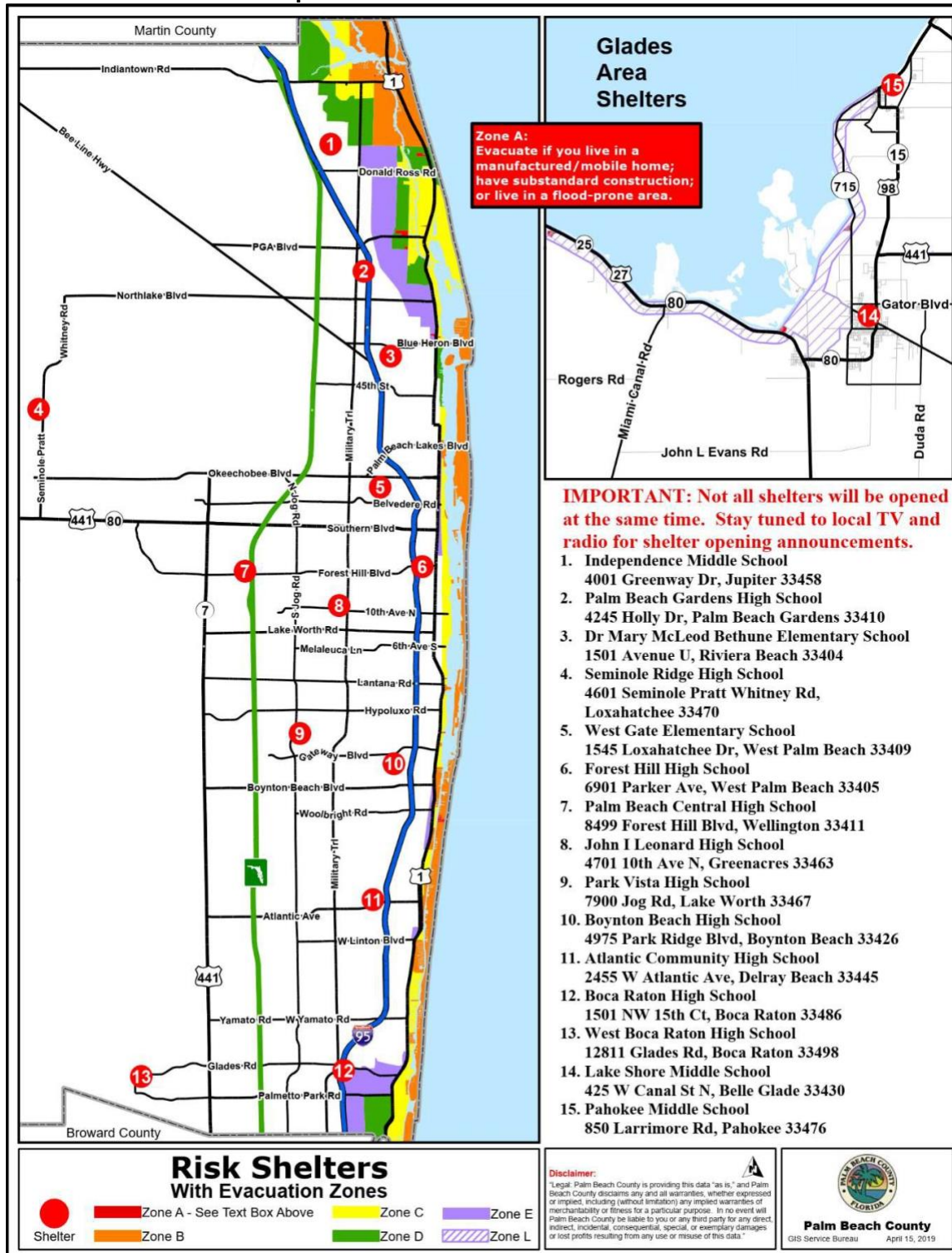


c. (Continued) South County Contact Information by City:

City	Boca Raton
Fire	• Non-emergency - 561.982.4000
Hospitals	• Boca Raton Regional Hospital, 800 Meadows Road, Boca Raton, FL 33486, brrh.com , 561.955.7100 • West Boca Medical Center, 21644 State Rd. 7, Boca Raton, FL 33428, westbocamedctr.com , 561.488.8000
24-Hour Pharmacies	• CVS, 9940 Yamato Road, Boca Raton, 561.488.9838 • Walgreens, 21880 State Road 7, Boca Raton, 561.470.0647
Hurricane Info	• myboca.us/1106/Hurricane-Information
Hurricane Evacuation Zones	• Zones B (Beach) C (Intracoastal) D (west of Federal Highway) E (Federal Highway to I-95)
Hurricane Evacuation Routes	• West on Glades Road or Palmetto Park Road • North or south on US 1
Hurricane Shelters	• Boca Raton High School, 1501 NW 15th Court, Boca Raton • West Boca Raton High School, 12811 Glades Road, Boca Raton
Urgent Care	Helix Urgent Care – Deerfield Beach 525 S Federal Highway, Deerfield Beach, Florida 33441; (954) 421-8181 Monday – Friday: 8 a.m. – 8 p.m. / Saturday – Sunday: 8 a.m. – 4p.m. https://helixcares.com/urgent-care/deerfield-beach-east-boca-raton-lighthouse-point-pompano-beach
City	Delray Beach
Emergency Contacts	• Emergency Management: https://www.delraybeachfl.gov/government/city-departments/fire-rescue/emergency-management DelrayPrepared@mydelraybeach.com, 561.243.7402 • Code Red - delraybeachfl.gov/government/city-departments/fire-rescue/emergency-management/emergency-notifications-covered • CERT - delraybeachfl.gov/government/city-departments/fire-rescue/get-involved/community-emergency-response-team
Communications	• Gina Carter, Director of Communications, 561.243.7278, CarterG@mydelraybeach.com
Police	• Non-emergency - 561.243.7800
Fire	• Non-emergency - 561.243.7400
Hospitals	• Delray Beach Medical Center, 5352 Linton Blvd., Delray Beach, delraymedicalctr.com , 561.498.4440
24-Hour Pharmacies	• CVS, 9940 Yamato Road, Boca Raton, 561.488.9838 • Walgreens, 21880 State Road 7, Boca Raton, 561.470.0647
Hurricane Info	N/A
Hurricane Evacuation Zones	• B (Intracoastal, Downtown) C (downtown) E (east NE 5th Ave)
Hurricane Evacuation Routes	• West on Atlantic Ave. • West on Linton Blvd. • North or south on US 1
Hurricane Shelters	• Atlantic Community High School, 2455 W Atlantic Ave, Delray Beach
Urgent Care	MD NOW Urgent Care; 601 Linton Blvd, Delray Beach, Florida 33444 (561) 276-2270 Monday – Sunday: 8 a.m. – 8 p.m. https://www.mymdnow.com/locations/delray-beach-urgent-care/

V. Evacuation Information for Palm Beach County

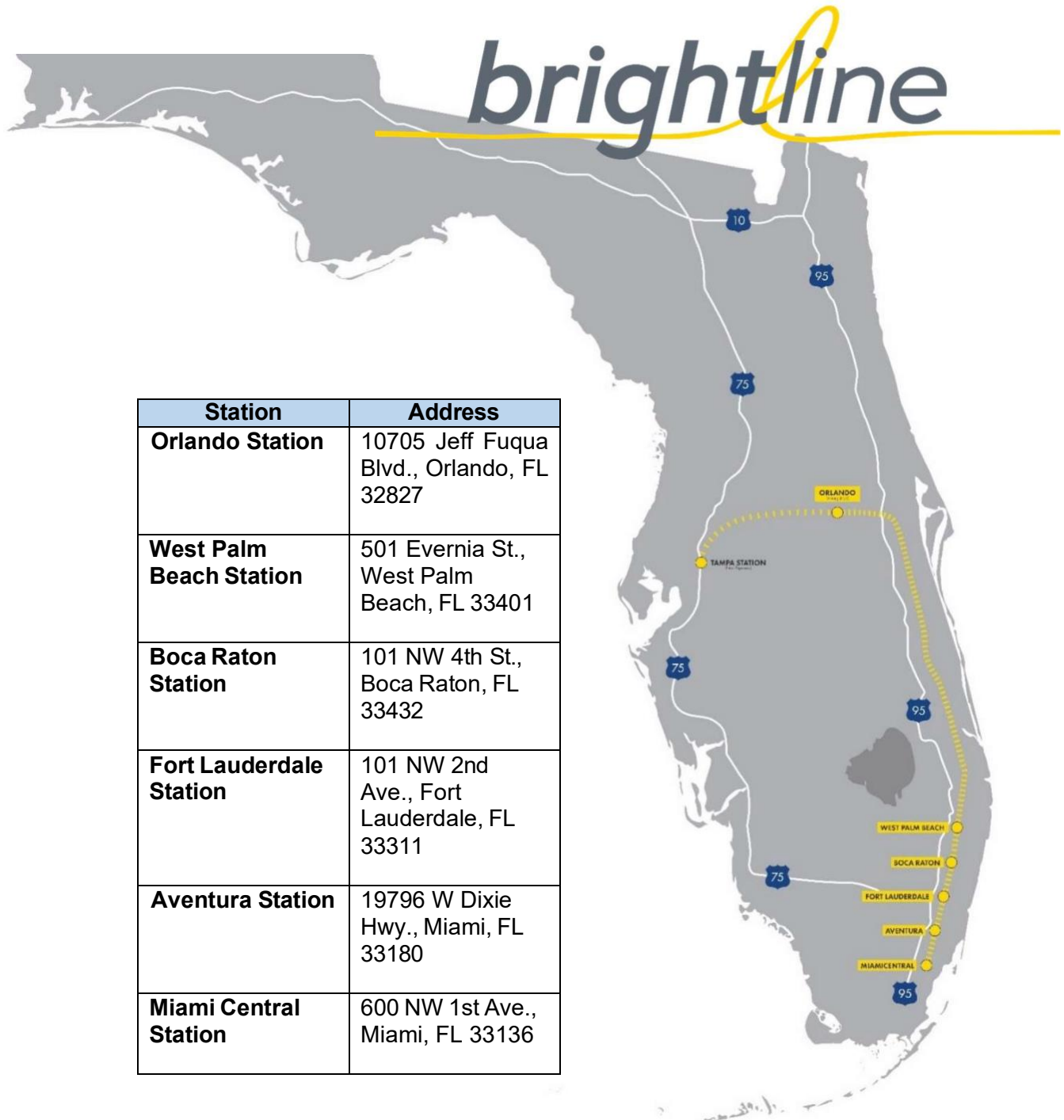
a. Evacuation Map:





b. Ground Transportation

Company	Phone	Website
Brightline	(305) 520-2300	www.gobrightline.com



Station	Address
Orlando Station	10705 Jeff Fuqua Blvd., Orlando, FL 32827
West Palm Beach Station	501 Evernia St., West Palm Beach, FL 33401
Boca Raton Station	101 NW 4th St., Boca Raton, FL 33432
Fort Lauderdale Station	101 NW 2nd Ave., Fort Lauderdale, FL 33311
Aventura Station	19796 W Dixie Hwy., Miami, FL 33180
Miami Central Station	600 NW 1st Ave., Miami, FL 33136



b. Ground Transportation, continued

Company	Phone	Website
Tri-Rail (local SE Florida train)	(800) 874-7245	www.tri-rail.com

Station	Address
Mangonia Park	1415 45th Street, West Palm Beach, Florida 33407
West Palm Beach	203 South Tamarind Avenue, West Palm Beach, Florida 33401
Lake Worth Beach	1703 Lake Worth Road, Lake Worth Beach, Florida 33460
Boynton Beach	2800 High Ridge Road, Boynton Beach, Florida 33426
Delray Beach	345 S Congress Avenue, Delray Beach, Florida 33445
Boca Raton	680 Yamato Road, Boca Raton, Florida 33431
Deerfield Beach	1300 West Hillsboro Boulevard, Deerfield Beach, Florida 33442
Pompano Beach	3301 NW 8th Avenue, Pompano Beach, Florida 33064
Cypress Creek	5910 NW 9th Avenue, Fort Lauderdale, Florida 33309
Fort Lauderdale	200 SW 21st Terrace, Fort Lauderdale, Florida 33312
Fort Lauderdale Airport	500 Gulf Stream Way, Dania, Florida 33004
Sheridan Street	2900 Sheridan Street, Hollywood, Florida 33021
Hollywood	3001 Hollywood Boulevard, Hollywood, Florida 33021
Golden Glades	16000 N State Road 9, Miami, Florida 33162
Opa-locka	480 Ali Baba Avenue, Opa-locka, Florida 33054
Metrorail Transfer	2567 East 11th Avenue, Hialeah, Florida 33013
Hialeah	1200 SE 11th Avenue, Miami, Florida 33010
Miami Airport	3861 Northwest 21st Street, Miami, Florida 33142
Miami Central	600 NW 1st Ave., Miami, Florida 33136





VI. Other Transportation

a. Air Transportation

Airport	Phone	Website
Palm Beach International Airport	(561) 471.7420	www.pbia.org
Fort Lauderdale-Hollywood	(954) 359.1200	www.broward.org/airport
Miami International Airport	(305) 876.7000	www.miami-airport.com
Orlando International Airport	(407) 825.2001	www.orlandoairports.net

b. Seaport

Port	Phone	Website
Port of Palm Beach	(561) 842.4201	www.portofpalmbeach.com
Port Everglades	(954) 523.3404	www.porteverglades.net
Port of Miami	(305) 347.4800	www.miamidade.gov/portmiami

VII. Visit Florida Event Insurance

a. Event Insurance <https://www.visitflorida.org/resources/event-insurance/>

Cover Your Event Insurance

VISIT FLORIDA now accepts applications for Cover Your Event Insurance for the 2026, 2027 and 2028 hurricane seasons!

Weather is what it is, we can't change that. But VISIT FLORIDA has developed the Cover Your Event program to help meeting planners and organizations feel more confident in planning and scheduling their meetings or events in Florida with the potential risk of cancellation due to weather.

This free program offers coverage that will provide reimbursement of certain costs in the unlikely event of a cancellation due to a named hurricane during the Atlantic Hurricane season, as established by the [National Hurricane Center](http://www.nhc.noaa.gov). This program is open for applications for coverage during Hurricane seasons in 2026, 2027 and 2028.

VISITFLORIDA offers this program free of charge to organizations hosting meetings and events in Florida because we recognize the importance of the meetings industry to our state! Only meetings and events with room block contracts with VISIT FLORIDA Partners are eligible for coverage.

Frequently Asked Questions

What types of events are eligible for coverage?

- Group meetings
- Conventions
- Groups of 100+ with signed hotel block contracts at VISIT FLORIDA Partner hotels
- Outdoor events, concerts, sporting events and similar type events are not eligible

Limits

- 100-300 contracted room nights: \$100,000
- 301-500 contracted room nights: \$150,000
- 500+ contracted room nights: \$200,000



How to Apply

- Read through all CYE Program Information.
- Complete the application and attach the signed hotel contract.

What does this free program cover?

- Room Rate Differential for rescheduled event
- Additional expense for rescheduling the event

Coverage requirements

- There must be a hotel room block of at least 100 rooms associated with the event.
- Only meetings and events with room block contracts with VISIT FLORIDA Partners are eligible for coverage.
- For the current list of VISIT FLORIDA Lodging Partners, click [HERE](https://reporting.visitflorida.org/search/lodgingpartners.aspx) (<https://reporting.visitflorida.org/search/lodgingpartners.aspx>)
- The event must be rescheduled at the same or nearest available venue in Florida within 12 months in order for coverage to apply. The organization holding the event must have a US mailing address to be eligible for event coverage.
- If no rescheduled event takes place, there is no claim.

What if my event hotel is not currently a VISIT FLORIDA Partner?

- If your event hotel is not currently a VISIT FLORIDA Partner, we still encourage you to submit an application. While only meetings and events held at Partner hotels are eligible for coverage, submitting your application allows us to reach out to the hotel and demonstrate the interest in their participation. This helps us explore opportunities to expand the program and provide more options for event planners considering Florida.

What triggers coverage?

- Closures due to a named hurricane is defined as any hurricane or named storm with hurricane development potential as defined by the National Hurricane Center in Miami.
- If the storm disseminates or diminishes, leading an organizer to reschedule their event, coverage is still triggered.
- Closures as defined by a federal, state, and/or locally declared state of emergency.

How far in advance of my event can I apply for coverage?

- You can apply now for coverage of events taking place in 2026, 2027 and 2028.
- Apply a minimum of 40 days before the event start date.
- Coverage must be bound 30 days from the event start date. Any existing storm, disturbance, or event is a pre-existing circumstance and excluded at the effective date of adding an individual event.

How will I know that my event is covered?

- You will receive a certificate from the carrier.

I signed my contract before 2026, is my event still eligible?

- We recognize that event contracts are signed well in advance of the meeting. Your application must be received a minimum of 40 days prior to the event start date.
-



Are lost profits covered?

- Lost profits are not a covered loss.
- To receive a quote on this coverage, [download and complete this PDF](#). Email the completed PDF to jonathan.romero@hubinternational.com.

Legal Information

DISCLAIMER: Coverage subject to VISIT FLORIDA's business rules and carrier approval. Coverage additionally cannot be guaranteed if the meeting you have requested CYE insurance for is scheduled to start within forty (40) days from the date you completed your application. Furthermore, any NAMED hurricanes will be excluded from coverage if they already exist at the time of your application.

Supplemental Hurricane Insurance Information

- VISIT FLORIDA will pay for all premiums.
- Events that will be covered must be submitted and processed by VISIT FLORIDA and the carrier prior to coverage binding.
- Limited availability and subject to insurance carrier approval.
- There must be a hotel room block associated with the event.
- Sublimit per insured event of \$100,000 if 100-300 contracted room nights; \$150,000 if 301-500 contracted room nights; and \$200,000 if over 500 contracted room nights.
- Available during June, July, August, September, October, and November of 2026, 2027 and 2028
- Meeting move in date must be in one of the covered months: June, July, August, September, October, and November of 2026, 2027 and 2028.
- The meeting must end on or before the last day of November. Coverage must be bound 30 days from the event start date. Any existing storm, disturbance, or event is a pre-existing circumstance and excluded at the effective date of adding an individual event.
- Loss due to named hurricanes only. Named hurricane is defined as any hurricane or named storm with hurricane development potential as defined by the [National Hurricane Center in Miami](#). If the storm disseminates or diminishes, leading an organizer to reschedule their event, coverage is still triggered.
-

[**Click here if you have read and understand the details, limited scope and availability of this offering, and wish to apply.**](#)

For more information on this program, please contact cye@visitflorida.org. Availability for this program is limited and subject to insurance carrier approval.