



Building Community®



2019-2020

CITY OF JACKSONVILLE EMERGENCY PREPAREDNESS GUIDE



BE PREPARED FOR STORMS, HURRICANES, FLOODS, WILDFIRES, AND OTHER NATURAL DISASTERS

BE JAXREADY

Dear Citizens:

Emergencies—natural or man-made—can happen at any time. To best protect yourself and your family, the time to prepare is now.

Every year, the City of Jacksonville publishes this Emergency Preparedness Guide to provide important information and tools to citizens that help them prepare for emergencies. It includes tips, checklists, and step-by-step instructions for what to do before, during, and after an emergency.

As mayor, public safety is my top priority. And that commitment extends to ensuring that our first responders and emergency managers have the training, tools, and resources they need to prepare our community for any emergency. Our Emergency Preparedness Division works year-round with law enforcement, fire & rescue, utility providers, federal agencies, and other community partners to develop plans, tools, and strategies to prepare, mitigate, respond, and recover from whatever comes our way.

I encourage you and your family to be JaxReady and to use this guide as a resource this Hurricane Season and throughout the year.



Sincerely,

A handwritten signature in black ink that reads "Lenny Curry".

Lenny Curry
Mayor

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WEATHERING THE STORM

THE CITY OF JACKSONVILLE AND JEA — PARTNERS IN PREPAREDNESS

Jacksonville switched on its first power plant in 1895, lighting up a small area of town during the night. Soon after those early days, the electric system was extended outward from the Main Street Power Plant, gradually providing electricity to more residents and businesses. By 1967, a small number of generating stations had been built and brought online, and the Jacksonville Electric Authority (JEA) was born. It grew from a department of city government to an independent authority created by the consolidation of city and county governments. In June 1997, water and sewer systems became part of JEA's utility service offerings. JEA provides essential utility services to everyone who lives, works, and visits Jacksonville.

Every year, the City of Jacksonville and JEA take storm readiness seriously. In the past five years, JEA has invested hundreds of millions of dollars to harden Jacksonville's electric, water, and sewer systems and make them more resistant to storm-related disruptions. These critical repairs and improvements help JEA restore power and return to normal operations more quickly after a major storm. JEA continuously works with the City to identify locations that provide critical public safety services such as local hospitals, shelters, and police and fire stations, and prioritizes them for power restoration.

Throughout the year, the City and JEA conduct extensive preparedness activities to prepare for all hazards. Before hurricane season, the City and JEA conduct a weeklong exercise to test their capabilities, including communication, coordination, operational response, and disaster recovery. These exercises have resulted in real-world improvements to logistics and coordination practices observed during hurricanes Matthew and Irma. These improvements resulted in reduced power restoration times for JEA customers. Before Hurricane Irma made landfall, JEA activated mutual aid plans to pre-position teams for immediate assignments. Within the first 100 hours after landfall, JEA successfully restored power to over 90% of their customers. In cooperation with the City of Jacksonville's Emergency Preparedness Division, and in accordance with local procedures for a hurricane event, JEA continually demonstrates the ability to coordinate and evaluate knowledge to mitigate storm impacts and improve response and recovery activities.



SIGN UP FOR ALERTS & EMERGENCY NOTIFICATIONS

JAXREADY APP

Download the JAXREADY app on your smart phone to monitor weather threats and plan to evacuate in the event of a natural disaster. Some of the features of the JAXREADY app include:

- Evacuation zones based on current location or address
- Shelter locations and openings
- Link to special medical needs registration
- Weather information and maps
- Wildfire and drought indexes
- Up-to-date weather forecast
- Live weather satellite imagery
- Current emergency activation level
- Translation into 78 languages



Download the **JAXREADY** app today! Available for iOS and Android devices

ALERTJAX EMERGENCY NOTIFICATIONS

WHAT IS ALERTJAX?

AlertJax is an emergency notification system that alerts Duval County residents in the event of an emergency. This system provides time-sensitive information for local and county-wide emergencies, including severe weather warnings from the National Weather Service. AlertJax is a free service available to Duval County residents.

SIGN UP FOR NOTIFICATIONS

Register for an account today by visiting coj.net/alertjax. Once your account has been created, you can select how you would like to receive notifications. AlertJax is powered by Everbridge technologies. You can download the Everbridge app for your mobile device in the app store for both iOS and Android devices.



Severe Weather



Flooding



Emergencies



Events

STAY CONNECTED

facebook

facebook.com/JaxReady

twitter

twitter.com/jaxready

MAKE A PLAN, PREPARE, AND PASS IT ON!

Though it may seem difficult or time-consuming to plan for the unexpected, planning ahead is the number one way to stay safe in the event of a disaster. It is important to plan for all hazards that could impact you, especially large-scale disasters like hurricanes that may affect the entire community.

Prior to hurricane season, develop or update your Family Emergency Plan. Hold a meeting with your family to discuss what you will do in an emergency. Ask the following questions:

- **WHAT IS YOUR ESCAPE PLAN?** When planning for hurricanes, understand your evacuation zone and establish an evacuation route (see back cover).
- **DO YOU HAVE AN EMERGENCY SUPPLY KIT?** The kit should have enough supplies to last three days for every person in your family, including a plan for yearly maintenance (see Page 11).
- **WHERE WILL YOU MEET?** Your family should have a set meeting location in the event that you become separated. Also consider where you would meet if you evacuate.
- **HOW YOU WILL COMMUNICATE WITH YOUR FAMILY IN THE EVENT OF AN EMERGENCY?** You cannot always count on your cell phone to work, especially if towers are down.
- **WHO IS YOUR OUT OF TOWN CONTACT?** Pick someone that each of your family members can contact to check-in with and report their statuses.
- **DO YOU HAVE A PLAN FOR YOUR ENTIRE HOUSEHOLD?** This includes children, pets, and individuals needing additional assistance.
- **DID YOU SHARE YOUR PLAN?** Your Family Emergency Plan should be shared with friends, co-workers, and out of town family members. Encourage them to develop Emergency Plans of their own. Disasters can affect everyone in the community!

GET AN INSURANCE CHECKUP

Check in with your insurance agent well before hurricane season. Ask your agent about coverage for the cost of building code upgrades. Remember, most property insurance policies do not cover flood losses. You will need to purchase separate flood insurance if your property is at risk for flooding.

Flood insurance is available through the National Flood Insurance Program in participating communities. Visit floodsmart.gov to learn about your flood risk and flood insurance options for your area. **PLEASE NOTE: a flood insurance policy generally takes effect 30 days after purchase. Do not wait until the last minute to obtain this coverage!**

Inventory the contents of your home to accurately price coverage and speed up the claims process. Taking photographs and saving receipts are helpful. Remember to set aside funds to pay for your hurricane deductible.

REMEMBER

Flood zones and evacuation zones are **NOT the same thing!**

Flood insurance policy rates are determined by the flood zone in which your property is located.

FEMA identifies flood hazards, assesses flood risks, and provides data that is incorporated into flood maps, known as Flood Insurance Rate Maps. These maps provide the basis for community floodplain management regulations and flood insurance requirements.

Visit FEMA's Flood Map Service Center at MSC.FEMA.GOV to search for your flood zone by property address.

ARE YOU READY? JAX READY

BUILD AN EMERGENCY SUPPLY KIT

In the event of an emergency, you may need access to food for several days. Being prepared means having your own food, water, and other essential supplies to last for at least three days. To assemble a supply kit, store items in airtight plastic bags and put your entire supply kit into one or two easy-to-carry containers.

BASIC EMERGENCY SUPPLY KIT ITEMS

- ☐ Water (one gallon per person, per day for at least seven days)
- ☐ Non-perishable food
- ☐ Manual can opener
- ☐ Radio (battery-operated or hand crank and a NOAA Weather Radio)
- ☐ Flashlight (battery-operated or hand crank)
- ☐ Extra batteries
- ☐ First aid kit
- ☐ Cell phone (charger, portable charger and inverter)
- ☐ Prescription medications
- ☐ Eyeglasses/contacts
- ☐ Sanitation items (moist wipes, garbage bags, and plastic ties)
- ☐ Important documents (identification, insurance policies, and account records saved electronically or in a waterproof, portable container)
- ☐ Important telephone numbers

ADDITIONAL EMERGENCY SUPPLIES

Consider adding the following items to your emergency supply kit based on your individual needs:

- ☐ Personal hygiene items
- ☐ Infant needs (formula, food, and diapers)
- ☐ Non-prescription medications
- ☐ Matches or firestarter
- ☐ Cash or traveler's checks
- ☐ Whistle
- ☐ Local and regional maps
- ☐ Clothing (complete change of clothes appropriate for the weather)
- ☐ Sturdy shoes



- ☐ Sleeping bags and extra blankets
- ☐ Fire extinguisher
- ☐ Multi-purpose tool
- ☐ Two-way radios
- ☐ Activities (books, games, and puzzles)
- ☐ Mess kit (paper towels and plates, plastic cups, and utensils)

EMERGENCY PET SUPPLY KIT

- ☐ Food and water
- ☐ Food and water bowls
- ☐ Medications
- ☐ Vaccination and registration records
- ☐ Collar or harness with ID tag, rabies tag and leash
- ☐ Plastic bags for pet waste
- ☐ Cat litter and litter tray
- ☐ Paper towels and disinfectant
- ☐ Current photo of you and your pet(s)
- ☐ Comfort items (toys, treats, and bedding)

MAINTAIN YOUR KIT

FOOD STORAGE: Store canned food in a cool, dry place and boxed food in plastic or metal containers.

CHECK AND REPLACE: Regularly check the date on items in your kit, such as food, medications, and batteries, and replace expired items as needed.

UPDATE: Re-think your needs every year and update your kit as your family's needs change.

MITIGATION: PROTECT YOUR PROPERTY

Mitigation is the effort to reduce loss of life and property by lessening the impact of disaster and other hazards. In order for mitigation to be effective, you need to take action now—before the next disaster. One dollar invested in protecting your home can save up to six dollars in damage expenses.

Wind, flood, and storm surge are three hazards that are common to coastal and river communities. Some potential mitigation projects to address these hazards are listed below:



WIND

- Consider installing storm shutters for all large windows and glass doors
- Consider a new roof with hurricane-rated shingles
- Make sure roof is fastened to the structure with hurricane straps or clips
- Install head and foot bolts on double entry doorways
- Use a security dead bolt with one-inch minimum bolt on all exterior doors
- Consider a hurricane-resistant or reinforced garage door



FLOOD & STORM SURGE

- Keep gutters and drains free of debris
- Stockpile emergency protective materials such as sandbags
- Elevate water heater, electric panel, and heating/cooling systems if susceptible to flooding
- Dry Floodproofing, which means making a building watertight through the use of waterproof membranes, backflow valves, and other measures
- Wet Floodproofing, which means modifying uninhabited portions of your home to allow floodwaters to enter and exit

The City is always looking for ways to protect our community. One of the ways it does this is through the Local Mitigation Strategy (LMS). The purpose of the LMS is to identify the hazards threatening the City, define the vulnerabilities to those hazards, and estimate the risks these hazards pose. Mitigation projects are then developed to minimize or eliminate those vulnerabilities.

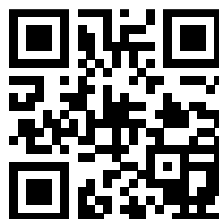
The City wants to hear from you! **Have you been impacted by a disaster? What hazards are you most concerned about?** A link to a brief survey is provided below. Your feedback will help the City prepare for and protect from hazards. Participation in this survey is voluntary and any response will remain confidential.



WE WANT YOUR FEEDBACK!

PUBLIC OPINION SURVEY on MITIGATION

bit.ly/mitigationpublicsurvey



ENCUESTA DE OPINIÓN PÚBLICA SOBRE MITIGACIÓN

bit.ly/encuestamitigacion



FOR ADDITIONAL INFORMATION REGARDING MITIGATION
AND TIPS ON HOW TO MAKE YOUR HOME SAFER, VISIT COJ.NET/MITIGATION.

EVACUATE OR SHELTER IN PLACE?

PREPARATION TIPS WHEN A HURRICANE IS EXPECTED

- Review your family emergency plan
- Refill prescription medications
- Trim or remove trees that are close enough to fall and cause damage to your home or property
- Check for weather updates regularly on your TV, radio, or online
- Bring loose, lightweight objects indoors, such as patio furniture and garbage cans
- Anchor objects that are unsafe to bring indoors
- Purchase supplies to board-up windows if you do not have storm shutters
- Gas and service your vehicles

DECIDING TO STAY OR GO

If you are in a Mandatory Evacuation Zone, **take action immediately**. If you are not in a Mandatory Evacuation Zone, you may choose to stay in your home. Keep in mind, you may only need to travel a short distance to safely evacuate. Moving to a non-evacuation zone may be sufficient.

IF YOU DECIDE TO EVACUATE

When an evacuation is ordered, I-95 and I-10 may be your routes away from the storm. Beaches residents and visitors may use the Wonderwood Expressway, Atlantic Boulevard, Beach Boulevard, and J. Turner Butler Boulevard to reach I-95 and I-10 (*see back cover for map*). Evacuation routes may be crowded as individuals from neighboring counties also use these routes to evacuate.

FINAL ACTIONS IF EVACUATING

- Turn off propane tanks and/or gas
- Turn off power at main electric panel using main switch or flip all circuit breakers to the "off" position
- Turn off the main water valve at the street or inside your unit if in an apartment or condominium
- Secure all doors and windows
- Take your Emergency Supply Kit with you



IF YOU DECIDE TO STAY

Keep in mind that you may not be able to leave your home for several days. Surrounding conditions may impede emergency officials from getting to you even if floodwaters and winds do not directly impact your home. Frequently check for weather updates on your TV, radio, or online.

FINAL ACTIONS IF STAYING

- Move your vehicle to higher ground, a garage, or another safe location
- Fully charge your cell phone in case you lose power
- Turn your refrigerator and freezer to the coldest settings and only open when necessary
- Close storm shutters and stay away from windows and exterior doors

Safety Reminder: Never use a generator, gasoline-powered equipment, grill, camp stove, or charcoal burning device inside or in any partially enclosed area. Keep such devices outside and at least 20 ft. from doors, windows, and vents.

FOOD SAFETY

Whether you are evacuating or sheltering in place, the coin in freezer trick can be used to determine if the contents of your freezer thawed during a storm. Fill a cup with water and place it in the freezer. Once the water is frozen solid, place a coin on top and store the cup in the freezer. Upon return to your home, the coin's location in the cup will determine if your freezer items stayed intact (at the top), partially defrosted (in the middle) or completely defrosted (at the bottom). As a general rule, when in doubt throw it out!

EVACUATION SHELTERS

Evacuation shelters are a refuge of last resort and should only be considered if you need to evacuate and have no other options. If you can safely shelter in place, stay with friends or family, or stay in a hotel, it is recommended that you do so.

If your only option is to stay at a shelter, bathe and eat before securing your home and relocating. Citizens are encouraged to bring their own food, pillows, and bedding. Do not bring any valuables with you. Smoking and alcohol consumption are not permitted at any shelter. Additionally, childcare is not provided at any shelter; you are required to supervise your children.

Keep in mind, shelter locations may change from year to year, so do not go to a shelter until it has been announced that it is open.



GENERAL POPULATION SHELTERS

General population shelters are managed by the American Red Cross and are filled on a first-come, first-served basis.



What Should You Bring to a Shelter?

- ☐ Air mattress, blankets, pillows, or other bedding
- ☐ Food, water, and medication
- ☐ Important papers
- ☐ Games, toys, and books
- ☐ Flashlight and batteries
- ☐ Additional safety, hygiene, or comfort items
- ☐ Your emergency supply kit (*see page 9*)

PET-FRIENDLY SHELTERS

Pet-friendly shelters provide shelter to evacuees and their pets. Only household pets, including dogs, cats, birds, and rabbits are allowed in pet-friendly shelters.



- Pets must be current on vaccinations
- Pets must be properly caged or crated
- Pets may be sheltered separate from owners
- Owners are required to care for pets

PLEASE NOTE: NO REPTILES ARE ACCEPTED

What Should You Bring for Your Pet?

- ☐ Your pet emergency supply kit (*see page 9*)
- ☐ A carrier, crate, kennel, or cage
- ☐ Current vaccination records for your pet
- ☐ A collar on each pet with current ID, city license, and rabies tags

SPECIAL MEDICAL NEEDS SHELTERS

A special medical needs shelter is a designated structure that has backup power and is capable of providing safe refuge for evacuees who have health conditions that require basic assistance or supervision from a medical professional during a disaster. These shelters are managed by the Florida Department of Health in Duval County.



Things to Consider:

- A caregiver must accompany any individual requiring more than basic assistance
- Individuals with special dietary needs should bring their own food
- You must PRE-REGISTER every year if you plan to stay at a special medical needs shelter
- If you are staying at a special medical needs shelter, turn on a porch light before you leave your house so workers can tell when your power has been restored and it is safe for you to return home

BE PREPARED BEFORE DISASTER STRIKES SPECIAL MEDICAL NEEDS REGISTRATION



If you have a health condition and require basic medical assistance during a disaster, contact us today to see if you qualify for Special Medical Needs.

Visit our website at coj.net/specialmedicalneeds to complete the special medical needs registration form online or call **(904) 630-CITY (2489)**.

YOU MUST PRE-REGISTER if you plan to stay in a Special Medical Needs Shelter during an emergency.

REMINDER: YOU MUST REGISTER EVERY YEAR TO MAINTAIN YOUR SPECIAL MEDICAL NEEDS STATUS.






COJ.NET/SPECIALMEDICALNEEDS OR (904) 630-CITY (2489)

STORM SAFETY *for your pets*



Animal Care & Protective Services

NEVER STRAY FROM HOPE.

-  DO NOT SET PETS LOOSE. They will not "be OK."
-  Bring your pets indoors at the first signs of a storm. Conditions could deteriorate quickly.
-  If you have animals that are likely to run and hide, keep them on a leash or in a carrier so that they are safe, secure, and ready to go should you need to evacuate.
-  Put together a grab-and-go emergency pet supply kit. In addition to medications, vaccination records, leash, and favorite toy. Include three to four days of pet food and a gallon of bottled water per pet, per day.
-  Understand that at pet-friendly shelters, you will be responsible for the care of your pet.



BE PART OF THE SOLUTION... *Spay OR Neuter.* | 2020 Forest St. | (904) 630-CITY (2489) | coj.net/pets

POST-DISASTER SAFETY TIPS

STAY SAFE

If you evacuated, wait for public officials to announce that it is safe before you return home. Each year, there are a significant number of injuries while cleaning up after a storm. Consider the following tips to stay safe after a storm:

AVOID DRIVING: Following a storm, traffic signals may not be working or there may be downed powerlines and trees. Only drive if necessary. *PLEASE NOTE: If you are returning to the beaches after an evacuation, it is best to wait until traffic has cleared so that you do not waste time and gas waiting in line to cross the Intracoastal bridges.*

AVOID FLOODWATERS: Avoid driving or wading through floodwaters as they may be electrically charged, contain dangerous debris, or be covering places where the ground has washed away.

CHECK FOR DANGER: Check the outside of your home for loose powerlines, gas leaks, or structural damage. Do not enter a building until it has been inspected.

PROTECT YOURSELF: Wear appropriate protective gear, such as gloves and masks, to shield yourself from debris and airborne hazards.

PREVENT FURTHER DAMAGE: Do what you can to prevent further damage to your home, such as placing a tarp over a hole in the roof or covering a broken window.

AVOID ELECTRICAL EQUIPMENT: Do not use electrical equipment if it is wet or if you are standing in water.

WHAT TO DO IF A TRAFFIC SIGNAL IS NOT OPERATING



FLASHING RED

Light should be treated as a stop sign.

FLASHING YELLOW

Drivers should proceed with caution only when traffic permits.

NO SIGNAL LIGHTS

Light should be treated as a four-way stop.

STAY HEALTHY

CLEAN AND DISINFECT everything that got wet as floodwaters can contain sewage, bacteria, and chemicals.

THROW AWAY any food that was not maintained at a proper temperature or may have been exposed to floodwaters.

REMEMBER THE COIN IN FREEZER TRICK. If the coin is on top of the frozen cup of

water, then the contents of your freezer stayed frozen and are safe for consumption. If the coin has moved, the contents may be questionable and should be thrown away.



SEPARATING STORM DEBRIS

DEBRIS SEPARATION: Separate debris into the four categories shown below. Failure to keep debris separated by type may prevent workers from collecting it.

WHERE TO PLACE DEBRIS: Debris should be placed curbside, without blocking the roadway or storm drains. Place debris at least three feet away from all obstacles. Do not stack or lean debris against utility boxes/poles, mailboxes, fire hydrants, or other structures. Do not place debris under trees or power lines.

WHEN TO PLACE DEBRIS: Debris should be placed curbside as soon as safely possible after the storm to ensure efficient removal. Storm recovery crews make multiple passes, targeting areas with the heaviest debris first.

DO NOT BURN DEBRIS: Burning storm debris is a violation of Jacksonville's year-round burn ban. Citizens can report this violation to 630-CITY(2489) by phone, or online at 630city.coj.net.



PLEASE NOTE: Tree contractors are required to haul away resulting debris and properly dispose of it per Ordinance Sec. 380.206.

POST-STORM CLEAN-UP

AIR OUT your home by opening doors and windows whenever you are present and conditions are safe.

MOVE OUT saturated, porous materials such as upholstered furniture or mattresses, especially if there is visible fungal growth.

CLEAN OUT and disinfect any remaining debris and mud in your home.

If your home is damaged from a storm, first contact your insurance company or agent. You may need to contact a professional to dry out your home or tear out flooring, drywall, insulation, or other materials that were saturated by floodwaters.

Scam artists are known to target areas that have been impacted by storms. Be cautious of potential scams such as people posing as licensed contractors. *See page 15 for more information.*

MOSQUITO CONTROL

The City of Jacksonville Mosquito Control Division expects an increase in mosquitoes, usually one week after a major storm event. In response, the City provides effective mosquito control while protecting public health and the environment. Follow these tips to protect yourself from mosquitoes after a storm:

- Cover bare skin with insect repellent
- Wear long sleeves and pants when outside
- Consider staying indoors
- Check and repair screens on windows and doors
- Drain standing water to prevent mosquito breeding sites
- Remove debris and water from rain gutters and downspouts



VISIT COJ.NET/MOSQUITO FOR MORE INFORMATION

STORM SEASON IS HERE.
**WE ARE READY.
ARE YOU?**

RESTORATION **1.2.3**

PHASE 1

Public Safety

Hospitals, shelters, police
and fire stations

PHASE 2

Individual Customers

Neighborhoods and businesses

PHASE 3

Final Repairs

All remaining outages

Download the fact sheet at jea.com



HOW JEA RESTORES POWER AFTER A STORM AND HOW YOU CAN HELP



BEFORE THE STORM

STORM HARDENING:

In the past five years, JEA has invested hundreds of millions of dollars in hardening our electric, water and sewer systems to make them more resistant to storm-related disruptions. These critical repairs and improvements help us restore power and return to normal operations more quickly after a major storm.

YEAR LONG TREE TRIMMING:

While strong winds and heavy rains cause their share of storm damage, most storm-related power outages result from tree branches falling on power lines. That makes some sections of our city – those with the most mature trees – more susceptible to service interruptions when a major storm hits. To reduce the risk of downed branches causing outages during a storm, JEA trims trees across the city all year long, working on a 2.5-year cycle to cover JEA's 900-square-mile service territory.

WATER AND SEWER UPGRADES:

We've invested millions in upgrading our water and sewer facilities, and have installed backup generators to reduce the risk of storm-related service interruptions.



DURING THE STORM

At the height of a major storm, JEA personnel are in place, monitoring the weather, and assessing the impact on our facilities. Our Emergency Operations Center works around the clock. Key personnel are deployed out in the field to alert us to any serious system failures. And our linemen are in position, waiting for weather conditions to improve to the point that it is safe for them to begin restoring power.



AFTER THE STORM

Once the height of the storm passes and weather reports indicate it is safe, JEA immediately enters the restoration phase of our emergency operations. Our "Restoration 1-2-3" process is designed to assess and repair our facilities and restore power across our 900-square-mile service territory as quickly and safely as possible.

RESTORATION 1 • 2 • 3

PHASE 1: PUBLIC SAFETY

As soon as weather conditions permit, JEA begins assessing our facilities, making critical repairs to our power plants, transmission lines, substations, and water and sewer facilities. We then restore power to our local hospitals, shelters, and police and fire stations, and make repairs to the “backbone” of our electric grid that will bring the majority of our customers back into power as quickly as possible.

PHASE 2: INDIVIDUAL CUSTOMERS

With public safety repairs complete, JEA will announce that we are entering Phase 2 and are now ready to accept outage reports from individual customers. Utility crews now begin making repairs by electric “circuits” – repairing an entire circuit of approximately 2,500 homes before moving on to another circuit. Priority is given to making repairs that will restore power to the most customers.

PHASE 3: FINAL REPAIRS

When repairs to all major circuits are complete, JEA will enter Phase 3, targeting the few remaining isolated outages. We know this phase can be the most frustrating for those few customers who are still without power, and we appreciate your continued patience as we direct all our resources toward completing the restoration process. Rest assured, we won't stop until everyone has power.

WHAT YOU CAN DO:



STAY SAFE:

Phase 1 is our public safety phase, and we appreciate your patience as we restore these critical services first. If possible, stay off the roads, and avoid downed power lines.

KNOW WE'RE ON IT:

Just as you'd pull over on the highway to let an ambulance pass, you can help us save lives and restore power to everyone faster by waiting for the announcement that JEA is ready to accept outage reports from individual customers.

WHAT YOU CAN DO:

REPORT YOUR OUTAGE:

Call (904) 665-6000 or visit jea.com/outage to report your power outage. If you've already registered for JEA alerts, you can also text “OUT” to MyJEA (69532).



WHAT YOU CAN DO:



IF YOU STILL DON'T HAVE POWER:

Sometimes, major storms can cause damage to your home that will prevent your power from coming back on even though JEA has made all necessary repairs to your circuit. If everyone else in your neighborhood has power and you don't, please call (904) 665-6000 so JEA can help you determine the cause of your continued outage. To help us better assist you:

CHECK YOUR CIRCUIT BREAKER:

Have any switches been tripped? **Note:** If your home has any storm-related flooding, address this issue first before attempting to assess any home electrical problems.

MAKE A VISUAL INSPECTION OF THE OUTSIDE OF YOUR HOME:

Is there any visible damage to your weatherhead – the place where electric wires attach to your home? Are there any wires dangling on the ground that should be connected to your home? If so, stay clear and call (904) 665-6000 to report it.

IF YOU'RE RETURNING HOME AFTER EVACUATING:

Enter cautiously and look for signs of flooding or other damage. Steer clear of any downed power lines and report them to (904) 665-6000.

POWER UP GRADUALLY:

Turn on your appliances one at a time to prevent power surges.






THUNDERSTORMS AND LIGHTNING

Thunderstorms can develop any time of the year in Duval County, but they are most frequent in late spring through early fall. All thunderstorms produce lightning. On average, Florida has 1.45 million lightning strikes per year. If you hear thunder, lightning is close enough to strike. During a thunderstorm, you should take the following precautions:

- Go inside or seek shelter immediately
- Avoid objects that conduct electricity
- Get as far away from water as possible
- Avoid open areas and high ground



SEVERE THUNDERSTORM RISK CATEGORIES

1 - MARGINAL (MRGL)	2 - SLIGHT (SLGT)	3 - ENHANCED (ENH)	4 - MODERATE (MDT)	5 - HIGH (HIGH)
Isolated severe storms possible Limited in duration and/or coverage and/or intensity	Scattered severe storms possible Short-lived and/or not widespread, isolated intense storms possible	Numerous severe storms possible More persistent and/or widespread, a few intense	Widespread severe storms likely Long-lived, widespread and intense	Widespread severe storms expected Long-lived, very widespread and particularly intense
				
<ul style="list-style-type: none"> • Winds 40-60 mph • Hail up to 1" • Low tornado risk 	<ul style="list-style-type: none"> • One or two tornadoes • Reports of strong winds/wind damage • Hail ~1", isolated 2" 	<ul style="list-style-type: none"> • A few tornadoes • Several reports of wind damage • Damaging hail, 1-2" 	<ul style="list-style-type: none"> • Strong tornadoes • Widespread wind damage • Destructive hail, 2"+ 	<ul style="list-style-type: none"> • Tornado outbreak • Derecho (widespread, long-lived wind storms)

TORNADOES

A tornado is a column of violently rotating air that extends from a thunderstorm to the ground. Lightning and hail are common in thunderstorms that produce tornadoes. The extent of destruction caused by a tornado depends on its intensity, size, path, and amount of time it is on the ground.

If a tornado warning is issued and you are in a mobile home, vehicle, or outdoors, get to the closest substantial shelter. Move to an interior room on the lowest level of a sturdy building.

TORNADO WATCH: Storm conditions indicate tornadoes are possible in your area. Monitor radio and television reports for further updates.

TORNADO WARNING: A tornado has been sighted or indicated by weather radar. Proceed to safe shelter immediately.



WILDFIRES

A wildfire is an unplanned, unwanted fire. Wildfires often occur in wilderness areas, but they can occur anywhere. Wildfires can start by natural causes, such as lightning, but most are caused by humans. While wildfires are a year-round risk in Florida, peak activity usually occurs January through June. Some ways that you can protect your home from wildfires include:

- Creating and maintaining a defensive space (30 ft. area around your home that is free of anything that will burn)
- Regularly cleaning your roof and gutters
- Regularly mowing grass and disposing of dead, dry plant matter
- Thinning out trees so there is at least 10 to 15 ft. between tree crowns
- Adhering to year-round burn ban

JACKSONVILLE FIRE & RESCUE DEPARTMENT SMOKE DETECTOR PROGRAM

Smoke detectors help save lives by warning residents of a fire.

The Jacksonville Fire & Rescue Department provides and installs a **FREE SMOKE DETECTOR** for any qualifying* Jacksonville resident living in a single family or multi-family residence. For a FREE smoke detector or replacement batteries, call (904) 630-CITY (2489).

*Some exclusions apply. Businesses, contractors and rental properties do not qualify for the smoke detector program.



LEARN MORE AT MYJFRD.COM

PREPARE YOUR FAMILY AND HOME

- Install smoke detectors on every level of your home and test them at least every six months
- Install carbon monoxide detectors and test the batteries regularly
- Make sure everyone in your home knows how to use the fire extinguisher and knows where it is located
- Identify and practice escape routes from each room in your home
- Make sure everyone in your home knows how to shut off the gas, water and electricity at the main switches
- Designate a rallying point to meet in the event of a house fire
- Remember to include your pet(s) in your plan(s)



WARM & COLD WEATHER

HEAT ADVISORY: Issued when the heat index ranges between 108°F and 112°F for any duration of time

EXCESSIVE HEAT WARNING: Issued when the heat index reaches or exceeds 113°F for any duration of time

FREEZE WARNING: Issued when temperatures are expected to drop below 32°F for at least two hours

HARD FREEZE WARNING: Issued when temperatures are expected to drop below 28°F for at least two hours

Protect the 4 P's during cold weather:

1. **People** should dress warmly and in layers.
2. **Pets** should be brought indoors or given a warm place to sleep.
3. **Pipes** that run outside should be insulated.
4. **Plants** should be covered or brought indoors.

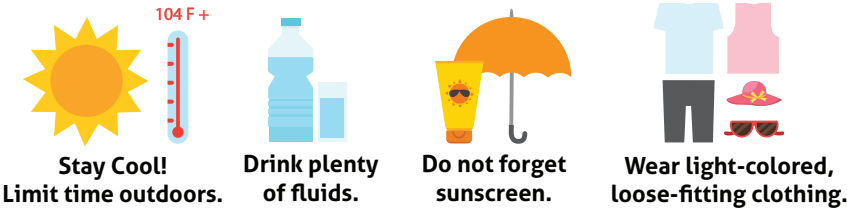


BEACH SAFETY

The beaches in Duval County use a flag system to inform swimmers of the current ocean conditions. Flags are located along the beach at various boardwalk cross-overs. In the absence of flags, swimmers should use extreme caution when entering the water.

HEAT EMERGENCIES

Heat emergencies pose significant dangers. The body's temperature can rise dangerously high when humidity combines with hot air temperatures. Make sure to stay cool, drink lots of fluids, apply sunscreen, and wear proper clothing to prevent a heat emergency.



TIPS TO STAY SAFE IN THE WATER

- Never swim alone
- Always swim with a lifeguard on duty
- Heed warnings from lifeguards
- Never underestimate the ocean's strength
- Never swim if lightning or a storm is approaching

BEACH WARNING FLAGS

Banderas De Advertencia En La Playa



Water Closed to Public

Agua Cerrada al Público



High Hazard

High Surf and/or Strong Currents

Peligro Alto, Resaca Alta y/o Corrientes Fuertes



Medium Hazard

Moderate Surf and/or Currents

Peligro Medio, Resaca Moderada y/o Corrientes Fuertes



Low Hazard

Calm Conditions, Exercise Caution

Peligro Bajo, Condiciones Calmas, Tenga Cuidado

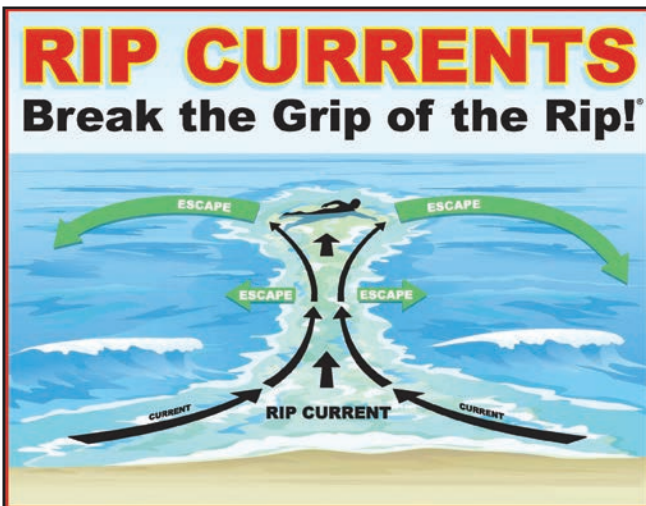


Dangerous Marine Life

Vida Marina Peligrosa

Absence of Flags Does Not Assure Safe Waters

La Ausencia de Banderas No Asegura Aguas Seguras



IF CAUGHT IN A RIP CURRENT

- ◆ Don't fight the current
- ◆ Swim out of the current, then to shore
- ◆ If you can't escape, float or tread water
- ◆ If you need help, call or wave for assistance

RIP CURRENTS

What are rip currents? Rip currents are powerful channels of fast-moving water that usually flow away from the shore. Rip currents can occur during both calm and rough conditions.

Where do rip currents form? Typically, rip currents form at breaks in the sandbar, and also near structures such as jetties and piers.

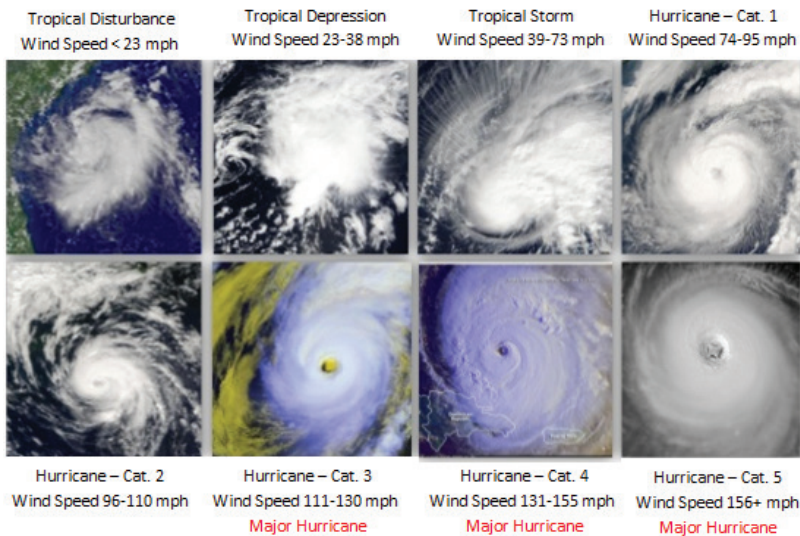
What are some clues that a rip current may be present?

- No waves breaking in the area
- Unusual choppiness
- Discoloration of water
- A line of foam, seaweed, or debris moving away from the shore

HURRICANES & TROPICAL STORMS

Tropical disturbances, tropical depressions, tropical storms, and hurricanes are all different types of tropical cyclones, which are classified by their maximum sustained surface wind speed. Tropical cyclones are rotating low-pressure systems that form over warm tropical water.

Tropical storms and hurricanes are among the most dangerous risks to Duval County. Hurricane season is June 1st through November 30th, but storms can form any time throughout the year.



WATCH: TROPICAL STORM OR HURRICANE CONDITIONS ARE POSSIBLE WITHIN 48 HOURS IN WATCH AREA.

WARNING: TROPICAL STORM OR HURRICANE CONDITIONS ARE EXPECTED WITHIN 36 HOURS IN WARNING AREA.

FLOODING

Flooding is the most common natural disaster in the United States. With many low-lying areas, the St. Johns River, and other waterways, Duval County is always at risk for flooding regardless of whether a tropical cyclone is affecting our area. The impact of a tropical cyclone can vary depending on the amount of rainfall, wind intensity, high or low tide, storm surge, and wave characteristics.

The St. Johns River flows north toward the Atlantic Ocean. As a storm approaches, water begins to back up the river, slowing down its flow into the Atlantic. When paired with high tides and rainfall, widespread flooding is a major threat.

FLOODWATER FACTS

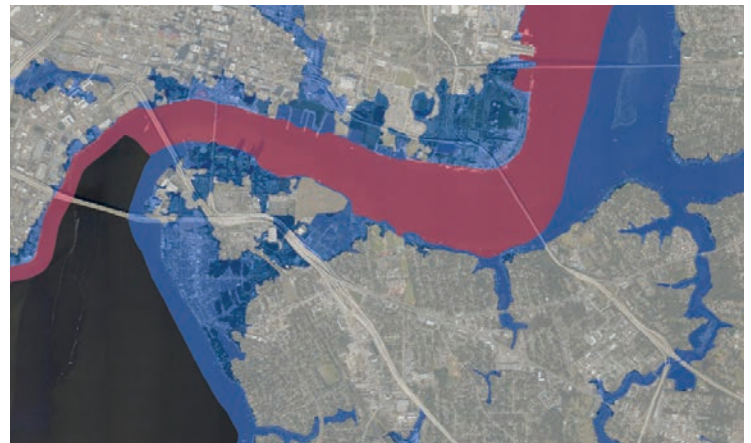
- Six inches of moving water can knock over an adult
- Two feet of moving water can carry away most vehicles
- Floodwater can be electrically charged and very dangerous if there are downed powerlines
- Floodwater can contain debris, sharp objects, sewage, and microorganisms
- Floodwater can hide holes or other hazards under its surface



EVACUATION ZONES AND FLOOD ZONES ARE NOT THE SAME THING!

Evacuation Zones are calculated using many factors such as wave action, precipitation, drainage systems, and areas that could become isolated from emergency services.

Flood zones are geographic areas that FEMA has defined according to varying levels of flood risk. Flood zones are used for flood insurance ratings and building code requirements.



HAZARDOUS MATERIALS

A hazardous material is any item or agent (biological, chemical, radiological, or physical) which has the potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors. Hazardous materials are not located only in manufacturing plants or industrial facilities. In fact, poison control centers receive many calls every day about people being poisoned by a cleaner or household product.

HOUSEHOLD HAZARDOUS WASTE

Hazardous materials at home can be dangerous if not handled properly and can present an even greater danger when combined with other hazards such as fires or floods. Some of the most common hazardous materials and possible effects include:

CHLORINE: Fumes are toxic, corrosive, and highly reactive with other chemicals.

AMMONIA: Extremely volatile and very damaging to your eyes, respiratory tract, and skin.

BLEACH: Extremely corrosive. It will irritate or burn the skin, eyes, and respiratory tract. It may cause pulmonary edema or vomiting and coma if ingested. **WARNING: never mix bleach with ammonia it may cause fumes which can be DEADLY.**

LIGHTER FLUID, KEROSENE, PROPANE, and GASOLINE: All are highly flammable. Propane tanks carried by flood waters are known to explode and start fires.

DRAIN CLEANER: Can burn eyes and skin; damages the esophagus, stomach, liver, kidneys, and digestive tract.

LAUNDRY ROOM PRODUCTS: Can be highly corrosive, irritate or burn skin, eyes, or respiratory tract. Some can cause vomiting if ingested or absorbed through the skin.

TOILET BOWL CLEANERS: Highly corrosive, irritant to both skin and eyes. Can damage the kidneys and liver. May cause respiratory problems, vomiting, or coma if ingested. Contact with other chemicals may cause chlorine fumes which may be fatal.

PESTICIDES: Most pesticides have ingredients that affect the nervous system of insects. Some are toxic or poisonous to humans. If you can smell it, your lungs are absorbing it.

CAR WASH AND POLISH: Petroleum Distillate is associated with skin and lung cancer, and an irritant to skin, eyes, nose, and lungs. Entry into the lungs may cause fatal respiratory problems.



**FLORIDA'S
POISON
CONTROL
CENTERS**
Jacksonville • Miami • Tampa

**POISON
Help**
1-800-222-1222

Household hazardous wastes (HHW) cannot be collected curbside. Residents may take items to the City's Household Hazardous Waste Facility.

HOUSEHOLD HAZARDOUS WASTE FACILITY
2675 Commonwealth Avenue
Jacksonville, FL 32254
(904) 387-8847

HOURS OF OPERATION:
Tuesday – Saturday: 8:00 AM – 5:00 PM
Sunday – Monday: Closed



RECOVERY ASSISTANCE

INFORMATION & REFERRAL HOTLINES

City Customer Service
(904) 630-CITY (2489)
630CITY.coj.net



JaxReady
(904) 255-3110
jaxready.com



FOOD & SHELTER

United Way (211)
FREE Helpline: 2-1-1
(904) 632-0600
nefl211.org or
unitedwaynefl.org



American Red Cross
1-800-768-8048
(904) 358-8091
redcross.org
(Shelter Information)



Feeding Northeast Florida
feedingnefl.org
(Food Distribution
Location Information)



The Salvation Army
(904) 356-8641
salvationarmyusa.org/usn
(Food and Shelter Information)



Salvation Army Relief Drive:
Items often needed include non-perishable food, dry goods, diapers, formula and hygiene items. NO CLOTHES. Drop off at 41 North Davis Street, Jacksonville, FL 32204.

PROPERTY CLEANUP

Crisis Clean-Up Hotline
1-800-451-1954

- Free services (debris removal, muck-out work, and tree cutting) by volunteers
- Services are dependent on availability
- Call to register for services

SCAM WARNING: The Northeast Florida Builders Association warns that people posing as licensed contractors may approach homeowners about doing repairs. Citizens can verify a contractor's license by contacting the Florida Department of Business and Professional Regulation at (850) 487-1395 or at myfloridalicense.com. Also, anyone can report unlicensed activity at (866) 532-1440.

FEDERAL EMERGENCY MANAGEMENT AGENCY

FEMA
1-800-621-FEMA (3662)
1-800-462-7585
fema.gov



FEMA

TRANSITIONAL SHELTERING ASSISTANCE: Please visit femaevachotels.com.

PROPERTY DAMAGE AS A RESULT OF A HURRICANE: Contact FEMA at the phone numbers listed above or visit disasterassistance.gov.

SUBSTANTIAL DAMAGE: If a building is in a floodplain and is substantially damaged (50% or more of the building value), it MUST be brought into compliance with local floodplain management regulations. All property owners should check with local building officials to determine if permits for repair are required BEFORE beginning work. There can be serious consequences for not complying with the permitting process.

TRANSPORTATION

JTA
(904) 630-3100
jtafla.com



UTILITIES

JEA
1-800-683-5542
(904) 665-6000
jea.com



FPL
1-800-468-8243
fpl.com



CABLE TV & PHONE

Comcast
1-800-934-6489

AT&T
1-877-377-2478

VOLUNTEER OPPORTUNITIES

If you are an organization with volunteer interests, email Jenny O'Donnell at jennyo@uwnefl.org. For individual volunteer opportunities, please visit uwnefl.galaxydigital.com or call (904) 330-3962.

MILITARY INFORMATION

ACCOUNTABILITY AND ASSESSMENT SYSTEMS

Following a declared disaster, all active duty military, reserve, and civilian employees, are required to log in to their respective web-based Accountability and Assessment System to muster, identify their new location, and provide updated contact information. If your family is impacted by a disaster, complete a needs assessment. A family support representative will contact you.

MUSTER INSTRUCTIONS FOR ARMY, NAVY, AIR FORCE, AND COAST GUARD

1. Upon reporting to your new unit or if any of your information changes, log in to your Accountability and Assessment System and update it.
2. During an emergency or displacement, proceed to your designated safe haven as directed.
3. Once danger has passed and you have arrived at your safe haven, log in to your system website and muster. Contact your chain-of-command regarding your safety. If you cannot log in, report to your chain-of-command via any available means of communication or call the applicable helpdesk for assistance.
4. USCG personnel respond to alert message and provide status.
5. Complete the needs assessment in the applicable system website. Continue efforts to muster until accounted for.

Army (ADPAAS): adpaas.army.mil

Navy (NFAAS): navyfamily.navy.mil

Air Force (AFPAAS): hafpaas.af.mil

Coast Guard (CGPAAS): cgpaas.uscg.mil

MUSTER INSTRUCTIONS FOR THE MARINE CORPS

1. Before departing, log in to MOL at mol.usmc.mil and update your information.
2. During an emergency or displacement, proceed to your designated safe haven as required by evacuation protocol. Once you arrive, log in to MOL and select the applicable disaster event code, accountability code, and adjust the planned location address. Contact your chain-of-command to let them know you are safe.
3. After the storm, terminate the accountability requirement and return to your home. The Marine will select the "000" disaster event code and update the planned location address if applicable.

NAVY AND MARINE CORPS CONTACTS

- Ready Navy: ready.navy.mil
- Ready Marine Corps: ready.marines.mil
- Navy Personnel Command Emergency Coordination Center: 1-877-414-5358
- DON Civilians, Dependents Helpline: 1-877-689-2722
- Individual Augmentee Family Helpline: 1-877-364-4302
- Navy-Marine Relief Society: (361) 961-3482 or nmcrs.org
- N.S. Mayport Info: 1-855-891-6306
- N.A.S. Jacksonville Info: 1-800-849-6024
- N.S.B. Kings Bay Info: (912) 573-4513
- Marine Corps Support Facility Blount Island Information Line: (904) 696-4810

COAST GUARD SECTOR JAX AND NATIONAL GUARD CONTACTS

- Coast Guard Mutual Assistance: cgmahq.org; 1-800-881-2462
- Coast Guard Sector Jacksonville Command Center: (904) 714-7561 or (904) 714-7558
- Florida National Guard Family Programs: fl.ng.mil or 1-800-226-0360
- National Guard Bureau Family Program Hotline: 1-877-777-7731
- Florida Army National Guard, Headquarters, St. Augustine Information Line: (904) 823-0364
- Florida Air National Guard, 125th Fighter Wing Command Post: (904) 741-7125

ARMY AND AIR FORCE CONTACTS

- Ready Army: ready.army.mil
- Ready Air Force: beready.af.mil
- Army Well-Being Division Helpline: 1-800-833-6622
- Air Force Personnel Center: afpc.af.mil
- Air Force Helpdesk: 1-800-525-0102
- Army Emergency Relief: aerhq.org
- Army and Air Force Mutual Aid Society: aafmaa.com

TRICARE CONTACTS

- General Website: tricare.mil
- East Region: Humana Military; tricare-east.com; 1-800-444-5445
- West Region: Health Net; tricare-west.com; 1-844-866-9378



FREQUENTLY ASKED QUESTIONS

WHAT EVACUATION ZONE AM I IN? The JAXREADY app will tell you which evacuation zone you are in based on your current location. You can also find your evacuation zone by entering your address on the JAXREADY app or at jaxready.com.

WHEN SHOULD I EVACUATE? Always follow evacuation orders from local officials. If you are in a Mandatory Evacuation Zone, take action immediately. If you do not feel safe, seek shelter elsewhere. If you do plan to evacuate, do so as early as possible. Keep in mind that you may not need to travel a far distance to safely evacuate. Moving to a non-evacuation zone may be sufficient.

IF I DO NOT EVACUATE, CAN I STILL GET HELP? Emergency responders may have difficulty reaching you during a disaster. Roads may be inaccessible due to water, debris, or other hazards. Emergency responders will follow mandatory evacuation orders and may not be able to help those who do not evacuate.

WHERE ARE SHELTERS LOCATED? Duval County has numerous evacuation shelters, most of which are located in schools. Keep in mind that not all shelters will be open. Do not go to a shelter until it is announced that it is open. Open shelter locations can be found on the JAXREADY app or by visiting jaxready.com.

ARE CITY SERVICES INTERRUPTED? Depending on the severity of the incident, services such as garbage

collection may be delayed. Check for announcements regarding potential interruptions.

DOES HOMEOWNERS OR RENTERS INSURANCE COVER FLOOD DAMAGE? No. Standard homeowners or renters insurance policies do not cover damages caused by flooding. A separate flood insurance policy is necessary to protect against flood losses. Flood insurance is available through the National Flood Insurance Program (NFIP). For more information on flood insurance, contact your insurance agent or the NFIP directly at 1-800-427-4661 or floodsmart.gov.

SHOULD I PURCHASE FLOOD INSURANCE? There is typically a 30-day waiting period following the purchase of flood insurance. Additionally, insurance policies cannot be written or modified once a storm impacts the Gulf of Mexico or western Atlantic. Contact your insurance agent today to ensure that you are covered.

HOW CAN I PROTECT MYSELF FROM CONTRACTOR FRAUD? Only hire a licensed contractor. Be cautious of anyone coming to your home uninvited and offering to do repairs. Obtain a written estimate or contract for work to be completed. Do not pay in full before work begins or pay the final balance until work is completed to your satisfaction. Do not pull permits for the contractor as this may be an indication that they are not properly licensed. Visit myfloridalicense.com to check if a contractor is licensed. Report potential fraud to the State of Florida Consumer Fraud hotline at 1-866-966-7226.

YOUR EMERGENCY INFORMATION

EVACUATION ZONE: EMERGENCY MEETING PLACES:

..... *In your neighborhood* *Outside of your neighborhood* *Out-of-town*

OUT-OF-TOWN CONTACT:

..... *Name* *Home Phone #* *Work Phone #* *Email Address*

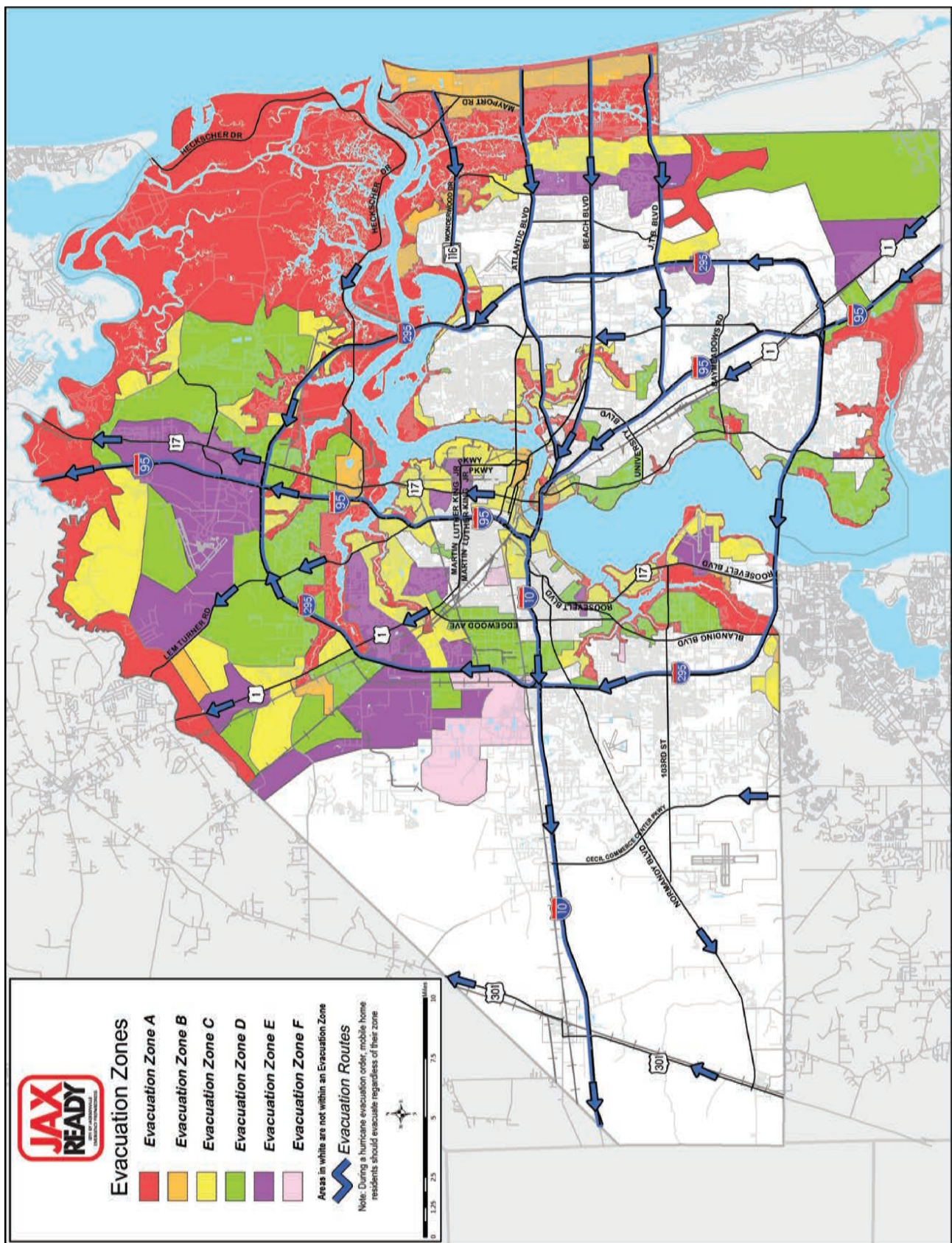
IMPORTANT NUMBERS:

..... *Primary Care Doctor* *Phone #* *Address*

..... *Pharmacy* *Phone #* *Address*

..... *Medications/Prescriptions*

..... *Veterinarian* *Phone #* *Address*



TO REQUEST THIS GUIDE IN AN ALTERNATE FORMAT, PLEASE CONTACT THE EMERGENCY PREPAREDNESS DIVISION AT (904) 255-3110.



JAXREADY
Emergency Preparedness Mobile App



ALERTJAX
Emergency Notification System