City of Jacksonville
Preparedness Guide
2017 - 2018
WWW.JAXREADY.COM
Improving public safety remains a top priority for me. I am committed to demonstrating this priority by working closely with law enforcement, first responders, and community leaders to improve safety for the citizens of Jacksonville.

Preparing for an emergency is an important facet of public safety. Having a plan in place for your home and family, as well as taking the necessary precautions in the event of an emergency can save lives. Natural disasters, fires, medical emergencies, storms, flooding and evacuations often occur without warning. The time to make a safety plan is now.

This City of Jacksonville’s Preparedness Guide provides an overview of various situations that can occur, along with tips and step-by-step instructions for being better prepared. Knowing what to do before, during, and after an emergency is critical. Seconds count when our safety is at risk.

Your safety is important. By utilizing the safety measures outlined in this guide, Jacksonville residents can stay JaxReady!

Sincerely,

Lenny Curry
Mayor

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Your Information

Evacuation Zone:  
Emergency Meeting Address:  
Out of the County Contact Info:  
Doctor’s Name:  
Medicine/Prescriptions:
Recommended Items for a Basic Emergency Supply Kit

- Water
  One gallon of water per person, per day, for at least seven days for drinking, food preparation, and sanitation

- Food
  At least a seven day supply of non-perishable food and a can opener for canned food

- Radio
  Battery powered or hand crank radio and a NOAA Weather Radio and extra batteries

- Flashlight
  Battery powered or hand crank and extra batteries

- Identification, insurance policies, emergency plan, and bank account records in a sealed container

- Prescription medication and eyeglasses
  Medicine should last for at least seven days

- Infant formula or appropriate baby food

- Diapers, clothes, and other necessities for babies

- Pet Supply Kit
  At least a seven day supply of food, water, medication, and sanitary items per animal

- Feminine supplies and personal hygiene items

- Extra pair of glasses or contacts

- Denture needs

- Matches in a waterproof container or a fire starter

- Fire extinguisher

- Multi-purpose tool

- Two-way radios

- Books, games, puzzles, or other activities for children

- Extra blanket and warm clothes depending on the season

- Mess kits
  Include paper cups, plates, plastic utensils, and paper towels

- Cell phone
  Include charger, inverter, or solar charger

- Cash and travelers checks

- Blanket

- Sleeping bag

- Extra clothes

- Sturdy shoes

- First Aid Kit

- Whistle

- Sanitation and hygiene items

- Garbage bags and plastic ties

- Copies of important documents

Additional Items to Consider for an Emergency Supply Kit

- At least a seven day supply of food, water, medication, and sanitary items per animal

- At least a seven day supply of infant formula or appropriate baby food

- Diapers, clothes, and other necessities for babies

- Pet Supply Kit

- Feminine supplies and personal hygiene items

- Extra pair of glasses or contacts

- Denture needs

- Matches in a waterproof container or a fire starter

- Fire extinguisher

- Multi-purpose tool

- Two-way radios

- Books, games, puzzles, or other activities for children

- Extra blanket and warm clothes depending on the season

- Mess kits
  Include paper cups, plates, plastic utensils, and paper towels

Maintaining Your Kit

- Keep items in airtight plastic bags and put your entire disaster supply kit in one or two easy-to-carry containers, such as an unused trashcan, camping backpack or duffel bag.

- Keep canned food in a cool, dry place.

- Store boxed food in tightly closed plastic containers to protect from pests and to extend its shelf life.

- Throw out any canned goods that become swollen, dented or corroded.

- Use foods before they go bad and replace them with fresh supplies.

- Place new items at the back of the storage area and older ones in the front.

- Change stored food and water supplies every six months. Be sure to write the date you store it on all containers.

- Re-think your needs every year and update your kit as your family’s needs change.

- Emergencies can happen anywhere. Remember to prepare supplies for home, work, and vehicles.

Bring your emergency supply kit with you if you go to a shelter!
Family Plan
- Consider that family members might be away from home, at work or in school.
- Determine an evacuation route and a backup route in case of traffic.
- Create a family communication plan with an emergency contact list.
- Determine what you will do if separated.
- Create a disaster supply kit.
- Mobile home residents should have a safe shelter plan.
- Register those with special needs with the City of Jacksonville Emergency Preparedness Division. See Page 9.
- Have adequate and updated health insurance for your kids. Check www.floridakidcare.org for more information.

Pet Plan
- Create a pet preparedness kit with medications, medical records, leashes, current photos of pets, food, water, bowls, cat litter, manual can opener, pet bed, pet carrier, ID collar, and toys.
- Have a list of boarding facilities and vets who can shelter animals during an emergency.

Livestock Preparation
- Ensure all animals have some form of identification and evacuate animals whenever possible.
- Make available vehicles and trailers needed for transporting and supporting each type of animal along with experienced handlers and drivers.
- Ensure destinations have food, water, veterinary care, and handling equipment.
- If evacuation is not possible, animal owners must decide whether to move large animals.

Marine Preparation
- Check with the manufacturer for the proper way to secure your boat during a storm.
- Purchase necessary hurricane materials such as additional mooring lines, crew anchors, fenders, fender boards, chafing gear, and anchors.
- Do not moor parallel to the shore. Receding tides often capsize boats in this type of anchorage.
- Safe storm moorings should consist of rope in good condition, sufficient diameter and length, with at least three or four substantial anchor points.

Business Preparation
- Identify and protect vital records. Backup and store key files offsite.
- Protect electronic equipment from possible water damage.
- Have extra cash and your checkbook in case extra money is needed after the storm.
- Develop a 24-hour emergency contact list with phone numbers of key employees.
- Set up telephone numbers for employees to check in and receive company information.
- Establish a temporary location for business operations in case your facility is damaged.
- Give employees enough time to secure their homes and prepare their families.

Home Preparation
- Remove any dead or hanging trees, limbs, or branches.
- Inspect the roof for loose tiles, shingles, or debris. Consider replacing old or damaged shingles with new ones rated for hurricane force winds.
- Clear loose and clogged rain gutters and downspouts and adjust downspouts so water drains away from the house.
- Reinforce garage doors and tracks or replace with a hurricane tested door.
- Reinforce double entry doors with heavy duty foot and dead bolts.
- Use a security dead bolt with a one inch minimum bolt length.
- If possible, install rated hurricane shutters and inspect existing shutters. Detailed instructions on boarding up windows can be found at: www.flash.org/peril_hurricanes.php.
- Prepare a detailed written and or photographic inventory of your home’s contents and store it in a safe place with your policy.
- Remove any dead or hanging trees or branches.
JAXREADY App for Shelter and Evacuation Zone Information

- Learn your evacuation zone.
- Locate shelters near you.
- See which shelters are currently open.
- Registration for special needs clients.
- See if the Emergency Operations Center (EOC) is activated.
- Get up-to-date weather forecasts and view the local radar.
- See the fire danger level.

*Available for iOS and Android*

FEMA App for Severe Weather Alerts and Safety Information

- Receive weather alerts from the local National Weather Service.
- Fill out an emergency supply checklist.
- Record emergency meeting location information.
- View a map with open shelters and FEMA Disaster Recovery Centers (DRCs).
- Disaster Reporter feature: submit GPS photo reports to be displayed on a public map during disasters.

*Available for iOS and Android*

NWS Mobile Phone Tool for Radar and Weather Information

- Visit mobile.weather.gov on your Smart Phone or web-enabled device.
- Add the site to your home screen (or bookmark) to access weather data for your location of choice.
- Monitor current conditions, receive hazardous weather outlooks, and view local satellite and radar imagery.

*Available for iOS and Android*

### Non-Emergency Resource Providers

<table>
<thead>
<tr>
<th>Provider</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Jacksonville</td>
<td>904-630-CITY (2489)</td>
</tr>
<tr>
<td>JEA</td>
<td>904-665-6000</td>
</tr>
<tr>
<td>Florida Power &amp; Light</td>
<td>1-800-468-8243</td>
</tr>
<tr>
<td>Beaches Energy Services</td>
<td>904-247-6171</td>
</tr>
<tr>
<td>Jacksonville Transit Authority (JTA)</td>
<td>904-630-3100</td>
</tr>
<tr>
<td>Traffic Information</td>
<td>511</td>
</tr>
<tr>
<td>United Way of Northeast Florida</td>
<td>211</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>904-356-8641</td>
</tr>
<tr>
<td>City of Jacksonville Emergency Division</td>
<td>904-255-3110</td>
</tr>
<tr>
<td>Northeast Florida Red Cross</td>
<td>904-358-8091</td>
</tr>
<tr>
<td>Baker County Emergency Management</td>
<td>904-259-6111</td>
</tr>
<tr>
<td>Clay County Emergency Management</td>
<td>904-284-7703</td>
</tr>
<tr>
<td>Nassau County Emergency Management</td>
<td>904-548-0900</td>
</tr>
<tr>
<td>St. Johns County Emergency Management</td>
<td>904-824-5550</td>
</tr>
<tr>
<td>Florida Emergency Information Hotline</td>
<td>1-800-342-3557</td>
</tr>
<tr>
<td>National Weather Service Jacksonville</td>
<td>904-741-4311</td>
</tr>
</tbody>
</table>
A Watch means...
Caution! Be Alert!
Conditions are favorable for bad weather. Monitor the latest weather forecast!

Watch vs. Warning
The National Weather Service (NWS) issues weather watches and warnings for the protection of life and property.

A Warning means...
Get to Safety! Take ACTION!
The bad weather is imminent. Seek appropriate shelter from the hazard.

Thunderstorms
Thunderstorms can develop all months of the year in Jacksonville, and are most frequent in late spring through early fall. All thunderstorms have potentially deadly lightning. When thunder roars, go indoors!

Understanding Severe Thunderstorm Risk Categories

<table>
<thead>
<tr>
<th>THUNDERSTORMS (no label)</th>
<th>1 - MARGINAL (MRG)</th>
<th>2 - SLIGHT (SLGT)</th>
<th>3 - ENHANCED (ENH)</th>
<th>4 - MODERATE (MDT)</th>
<th>5 - HIGH (HIGH)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No severe* thunderstorms expected</td>
<td>Isolated severe thunderstorms possible</td>
<td>Scattered severe storms possible</td>
<td>Numerous severe storms possible</td>
<td>Widespread severe storms likely</td>
<td>Widespread severe storms expected</td>
</tr>
<tr>
<td>Lighting/flooding threats exist with all thunderstorms</td>
<td>Limited in duration and/or coverage and/or intensity</td>
<td>Short-lived and/or not widespread, isolated intense storms possible</td>
<td>More persistent and/or widespread, a few intense</td>
<td>Long-lived, widespread and intense</td>
<td>Long-lived, very widespread and particularly intense</td>
</tr>
</tbody>
</table>

* NWS defines a severe thunderstorm as measured wind gusts to at least 58 mph, and/or hail to at least one inch in diameter, and/or a tornado. All thunderstorm categories imply lightning and the potential for flooding. Categories are also tied to the probability of a severe weather event within 25 miles of your location.

Severe Thunderstorm Warning
A Severe Thunderstorm Warning is issued when a thunderstorm is expected to produce large hail one inch in diameter or greater and/or is expected to produce dangerous wind gusts of 58 mph or greater.

Check weather.gov/jax for hazardous weather watches and warnings.

Cold Weather

Freeze Warning:
Issued when the temperature falls to 32°F or lower for at least 2 hours.

Hard Freeze Warning:
Issued when the temperature falls to 27°F or lower for at least 2 hours.

Wind Chill Advisory:
Issued when wind is 10 mph or greater for at least 4 hours and the wind chill is between 6°F and 20°F.

Protect the 4 Ps:
1. People
2. Plants
3. Pets
4. Pipes

Warm Weather

Heat Advisory:
Issued when the heat index is expected to be between 108°F and 112°F.

Excessive Heat Warning:
Issued when the heat index is expected to be 113°F or greater.

Wildfires are common and most probable April through June. Learn more under “Wildfires” at floridaforestservice.com.

Help protect your home from Wildfires!
- Create a 30 ft. defensible space
- Mow grass regularly
- Prune tree limbs 10-15 ft. high
- Clear out gutters
Flooding Facts for moving water:

- 6 inches can knock over an adult.
- 12 inches can wash away a small vehicle.
- 2 feet can carry away most vehicles.

It is NEVER safe to drive or walk into flood waters! Turn around, don’t drown!

### Types of Flooding

<table>
<thead>
<tr>
<th>Types of Flooding</th>
<th>Fresh Water</th>
<th>Coastal</th>
<th>Storm Surge</th>
</tr>
</thead>
</table>
| Situation that may cause the flooding | Slow moving showers and thunderstorms  
Long bands of showers and storms  
Above normal rainfall combined with high astronomical tides  
Tropical system | Strong and persistent onshore flow  
Higher than normal astronomical tides | Tropical system  
Strong storm system over the Atlantic Ocean (non-tropical) |
| Sources of information | Radar Imagery: radar.weather.gov  
Potential Rainfall: wpc.noaa.gov  
Monitor Rivers: water.weather.gov | Tide Information: tidesandcurrents.noaa.gov  
Weather Information: weather.gov/jax | National Hurricane Center: nhc.noaa.gov |

### Hydrographs for Water Level Monitoring

Monitor local water levels on several rivers, along the coast and other inland estuaries across the First Coast using hydrographs. Each location has pre-determined minor, moderate, and major flooding level.

water.weather.gov
Tropical storms and hurricanes are some of the most dangerous weather hazards to Duval County. Hurricane season is June 1st to November 30th but storms can form in other months.

Hurricane Matthew tracked northward along and just east-northeast of the local coastline. Strong tropical storm force wind gusts impacted the local coast with a storm surge of up to 5ft above ground level at Jacksonville Beach.

Although Matthew did not make direct landfall in our area, this storm was an incredibly dangerous threat and a real ‘wake-up’ call to local residents that our area is indeed vulnerable to these destructive storms. How will you and your family prepare and react differently when the next storm threatens the First Coast?

The National Hurricane Center (NHC) provides the official tropical cyclone outlooks and forecasts. The local National Weather Service in Jacksonville uses the NHC forecast, and determines potential impacts for our local area. These impacts included wind gust forecasts, potential surge heights, and rainfall forecast amounts.

A new *Earliest Reasonable Arrival Time of Tropical Storm Force Winds* graphic will depict the time that has no more than a 1-in-10 chance of seeing the onset of sustained tropical storm force winds (39 mph or more). Ideally, a user would complete storm preparations leading up to the time displayed in this graphic.

The *storm surge watch/warning* will become official in 2017. This graphic will highlight where life-threatening storm surge is most likely from a tropical cyclone. Life-threatening storm surge is defined as water level inundation of at least 3 feet above ground level.
Tropical cyclone monitoring is important throughout the year, not just during hurricane season. The National Hurricane Center (NHC) provides the official tropical cyclone outlooks and official forecasts that can be viewed at www.hurricanes.gov.

### Storm Track and Intensity
Once a tropical storm or hurricane develops, the NHC will issue forecasts, including a 5-day and 3-day forecast track.

Visit www.hurricanes.gov for storm tracks and intensities.

#### When you are in the 5-day Tropical Cyclone Track Forecast Cone
- Gas and service your vehicles.
- Inspect and secure mobile home tie-downs.
- Listen frequently to radio, TV, or NOAA Weather Radio for status and forecasts of the storm’s progress.
- Store lawn furniture and other loose, light weight objects, such as garbage cans and garden tools.
- Purchase materials to board up windows (if shutters do not exist) and begin boarding up your home. Tape provides no protection.

#### When you are in the 3-day Tropical Cyclone Track Forecast Cone
- Double check your emergency supply kit.
- If your plans are to evacuate, make arrangements, book reservations, and pack your emergency supply kit and valuables in your car.
- Evacuate immediately if told to do so.

#### Hurricane or Tropical Storm Watch is Issued
- Fill your vehicle’s gas tank.
- Get cash, secure papers and valuables, and refill medication.
- If you plan on evacuating, make final preparations to secure your home so you can leave as soon as an evacuation order is issued.

#### Hurricane or Tropical Storm Warning is Issued

##### When A Hurricane or Tropical Storm Warning is Issued

#### Final Actions if Leaving
- Turn off propane tanks.
- Unplug small appliances.
- Empty the refrigerator and freezer.
- Turn off all the circuit breakers on the main electric panel in your house if advised to do so.
- Turn off your home’s main water valve at the street.
- Secure all doors on your property. Garage doors are the most vulnerable.
- Notify your relatives of your plans to leave and where you will be going.
- Leave an outside light on so utility workers and emergency responders can tell if the power is on.

#### Final Actions if Staying
- Bring all patio furniture and loose items inside.
- Close storm shutters, board up remaining doors and windows, and brace garage doors. Do not use tape on windows!
- Lower water level in pools by one foot.
- Turn refrigerator or freezer to coldest setting and open only if necessary.
- Be prepared to turn off utilities.
- Identify a safe room such as an interior bathroom with no windows, or a closet.
- Clean your bathtub and fill it with water in case water services are cut off.
Knowing your evacuation zone and evacuation route is critical to your safety. It allows you to evacuate when the time comes. Be sure to understand the risks associated with hurricanes and follow the instructions from local emergency management officials.

Plan your evacuation route ahead of time and leave early. The primary evacuation routes may be crowded. Have cash and a full tank of gas before leaving. Don’t forget to bring your emergency supply kit with you when evacuating!

You can find your evacuation zone on the JAXREADY app or at www.jaxready.com
Sheltering and Special Needs Clients

Special Needs Shelters
Managed by the Florida Department of Health in Duval County, these shelters house individuals with special medical needs. These shelters provide safety, power, and basic medical supervision. A caregiver must accompany any client requiring direct supervision or assistance.

Special Needs Registration
The City of Jacksonville Emergency Preparedness Division maintains a registry of clients who have been identified as persons with Special Medical Needs. These individuals require assistance during evacuations and sheltering.

Who is a Special Medical Needs Client?
A person qualifying for special needs is someone who is medically dependent on electricity for life-supporting equipment, such as oxygen, or persons with physical, cognitive, or medical conditions who may require basic assistance from medical professionals.

Any person that meets the special needs criteria and plans to go to a shelter during an evacuation in Duval County must pre-register in advance by filling out an application online or by calling, mailing, or faxing the Special Needs Registration Form to the City of Jacksonville Emergency Preparedness Division.

Mail: Jacksonville Fire and Rescue Department Emergency Preparedness Division 515 N. Julia St., 4th Floor Jacksonville, FL 32202
Fax: 904-630-0600
Phone: 904-255-3110
Online: snr.floridadisaster.org

Completing the Registration Form
- Complete all the medical questions.
- Please write legibly.
- Remember to list a contact number.
- List only prescription medications.
- Complete one form per person.
- Include your apartment or unit number.

The City of Jacksonville Emergency Preparedness Division will announce the opening of shelters through television, radio, social media, and on the JAXREADY App. Shelters are intended to be last resorts for residents living in an evacuation zone, mobile home, or unsafe structure. Residents are expected to bring their emergency supply kit to the shelter, including sleeping bags and pillows. If you decide to go to a shelter, secure your home, and eat something before leaving if time permits. There is very little privacy in a shelter, and the conditions may be crowded. Prepare to stay at the shelter until the storm passes.

General Population Shelters
These shelters are open to everyone and filled on a first come, first served basis. Residents are expected to bring their own supplies. There is very little privacy and conditions may be crowded. Shelters provide a refuge of last resort for those individuals who need to evacuate and are unable to make their own arrangements, such as with friends, families, or in hotels outside evacuation zones.

Pet-Friendly Shelters
These shelters provide shelter to people and their pets. Only household pets are allowed. Reptiles will not be accepted at shelters. Pets will be secured in a separate area within the shelter. Owners are required to care for their pets.
Frequently Asked Questions

What Evacuation Zone am I in?
You can find out what evacuation zone your address is in by visiting jaxready.com or by using the JAXREADY App. You can also use GPS to determine which evacuation zone you are currently in by using the App.

Which shelter is closest to me?
Duval County has 27 evacuation shelters. Most are located in schools. Shelter locations can be found through the JAXREADY app or by visiting jaxready.com. Note that not all shelters will be open - listen for announcements for openings and closings of the shelters.

If I do not evacuate, can I still get help from Emergency Responders?
Emergency responders may have difficulty reaching you during a disaster. Many roads could be blocked by high water or debris. Emergency responders will follow mandatory evacuation orders and may not be able to help those who do not evacuate.

Are mobile homes safe to use as shelters?
Mobile homes must never be used as a shelter since they can become unsafe with winds even below hurricane strength. If you live in a mobile home, check tie-downs for rust and breakage and evacuate when told to do so by authorities. Ask your park management what plans are in place for sheltering.

What can you expect at a shelter?
Shelters provide a refuge of last resort. There is very little privacy and conditions may be crowded. Food will be scarce and there may not be showers or bedding available. Prepare accordingly by bringing your own supplies, including your emergency supply kit.

Does homeowner insurance cover flood damage?
No. Flood damages are usually not covered under a homeowner's insurance policy. All homeowners should consider purchasing federal flood insurance through the National Flood Insurance Program. Learn more at www.floodsmart.gov.

When should I purchase insurance?
Insurance policies cannot be written or modified once a storm impacts the Gulf of Mexico or western Atlantic. Flood insurance must be purchased at least 30 days prior to this event.

Do I need insurance as a renter?
A landlord does not usually provide insurance for a tenant's personal property. Prepare for the possibility of damage or loss of your personal property by obtaining flood insurance and renters' insurance, which can help replace your damaged items.

When should I evacuate?
Always follow evacuation orders from local officials. If you do not feel safe, evacuate and seek shelter elsewhere. You do not have to wait to be instructed. If you evacuate, leave a light on. Notify out of town relatives that you are leaving and where you are heading.

Will regular City services be interrupted?
Depending on the severity of the incident, services such as garbage collection may be delayed. Check for announcements regarding service interruptions by listening to the local news and by calling 630-CITY.

What happens if a power line falls?
Stay as far away from the line as possible. Downed lines are capable of electrifying the ground, especially when it is wet. Call 630-CITY or JEA at (904) 665-6000 immediately to report the line. Make sure to report if there are tree limbs or branches that fell into the line.

How can I safely operate a generator?
Carbon monoxide poisoning is one of the leading causes of death after storms in areas dealing with power outages. Never use a portable generator inside your home or garage. Visit JEA online for detailed instructions and guidelines at: www.jea.com/outage_center/storm_safety/generator_safety/
Returning Home

- Have a form of identification with your current address.
- If you evacuated, return home only when officials say it is safe.
- Once home, drive only if necessary and avoid flooded roads and washed-out bridges. If you must go out, watch for fallen objects in the road, downed electrical wires, and weakened walls, bridges, roads and sidewalks that might collapse.
- Walk carefully around the outside of your home to check for loose power lines, gas leaks and structural damage. If you turned off your power before leaving, check with JEA to determine if it is safe to turn back on.
- Stay out of any building if you smell gas and call 911. Stay out if floodwaters remain around building, or if the home was damaged by fire and the authorities have not declared it safe.
- Use battery-powered flashlights. Do NOT use candles. Turn on your flashlight before entering a vacated building. The battery could produce a spark that could ignite leaking gas, if present.

Is Your Power Out?

The fastest way to report a power outage is to use your smartphone and report it online at jea.com/outage. You can also text OUT to 69532.

National Weather Service Jacksonville

1-800-499-1594 ext. 1

Call directly, as soon as safely possible, to report any of the following:

- Hail of any size
- Tornadoes and waterspouts
- Wind damage (trees down, power lines down, structural damage)
- Significant flooding (water approaching structures, streets blocked by high water)

For Important Information Call 630–CITY (2489)

Call during EOC activation to get information regarding evacuation and shelters, special medical needs, public transportation, to report electricity outages including downed power lines, report storm damage, and to receive the latest announcements, advisories, and closures.

Mosquito Control

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

- Cover any bare skin with an insect repellent. The CDC and Florida Department of Health recommend using EPA-registered insect repellent containing one of the following ingredients: DEET, Picardin (KBR 3023), IR3535, or oil of lemon eucalyptus. Follow the directions on the package. Wear long sleeves, shoes with socks and pants when you are outside. Consider staying indoors whenever mosquitoes are active.
- Check the screens on your windows and doors. If you find any holes, have them repaired to keep mosquitoes out. Use air conditioning when available.
- Drain any standing water to prevent mosquito breeding sites. Empty water from flower pots, buckets, tarps, old car tires and barrels. Remove debris and water from rain gutters and downspouts. Change the water in pet dishes and replace the water in bird baths at least once or twice a week.

To request service, contact 630-CITY (2489), or visit coj.net/mosquito for more information and tips.
Using Accountability and Assessment Systems

Following a declared disaster, all military active duty, reserve, civilian employees and their family members are required to log into their respective web-based Accountability and Assessment System to muster, identify their new location, and provide updated contact information. If your family was affected 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, login to your Accountability and Assessments 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 into 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. (USCG personnel respond to alert message and provide status).
4. Complete the needs assessment in the applicable system website. Continue efforts to muster until accounted for:
   - Army (ADPAAS) at https://adpaas.army.mil or Helpdesk: 1-800-833-6622
   - Navy (NFAAS) at https://www.navyfamily.navy.mil or NFAAS Helpdesk: 1-877-414-5358
   - Air Force (AFPAAS) at https://afpaas.af.mil or AFPAAS Helpdesk: 1-800-525-0102
   - Coast Guard (CGPAAS) at https://cgpaa.uscg.mil or CGPAAS Helpdesk: 1-866-946-9183

Muster Instructions for the Marine Corps

1. Prior to departing, login to MOL at https://www.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 at your safe haven, log-in to MOL and select the applicable disaster event code, accountability code, and adjust the planned location address. Contact your chain of command let them know of your safety.
3. After storm passage, upon termination of the accountability requirement and return to permanent residence, the Marine will select the ‘000’ disaster event code and update the planned location address if applicable.

Navy & Marines

- 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 and Marine Corps Relief Society: 361-961-3482
- www.nmcrs.org/
- N.S. Mayport Info: 904-270-5401
- 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: 904-714-6290

Coast Guard Sector JAX & National Guard

- Coast Guard Mutual Assistance: www.cgmahq.org; 800-881-2462
- Coast Guard Sector Jacksonville Command Center: 904-714-7561 or 904-714-7558.
- Florida National Guard Family Programs: www.fl.ng.mil or 1-800-226-0360
- National Guard Bureau Family Program Hotline: 1-888-777-7731
- Florida Air National Guard, 125th Fighter Wing Command Post: 904-741-7125

Army & Air Force

- Ready Army: acsim.army.mil/readyarmy/ra_adpaas.htm
- Ready Air Force: www.beready.af.mil
- Army Well-Being Division Helpline: 1-800-833-6622
- Air Force Personnel Center: www.afpc.af.mil/main/welcome.asp or 1-800-525-0102
- Army Emergency Relief: www.aerhq.org
- Army and Air Force Mutual Aid Society: www.aafmaa.com

TRICARE (www.tricare.mil)

- South Region: www.humana-military.com; 1-800-444-5445
- North Region: www.hnfs.com; 1-877-874-2273
- West Region: www.uhcmilitarywest.com; 1-877-988-9378
Wireless Emergency Alert (WEA) Messages are sent by authorized government agencies, including the National Weather Service (NWS), to alert people to specific hazards through their mobile devices. WEA Messages include:

- Hurricane Warnings
- Tornado Warnings
- Flash Flood Warnings
- Extreme Wind Warnings

NOAA All Hazards Weather Radio broadcasts weather forecast, watch and warning information 24 hours a day. Program your radio to the Jacksonville Transmitter frequency: 162.550 MHz

Please note The City of Jacksonville Emergency Preparedness Division will be moving to the EverBridge system for emergency notifications. CodeRED will no longer be used. You must re-register at EverBridge to receive emergency notifications.

5 Reasons to Register for EverBridge® Emergency Notifications

1. Stay informed during an emergency.
2. Alerts are based on the location you give.
3. More than just weather warnings!
4. Lifesaving information.
5. No landline, no problem! EverBridge goes to your mobile device via text message and phone call.

Sign up today at www.jaxready.com

The Florida Public Radio Emergency Network (FPREN) will communicate critical emergency information via radio and Florida Storms mobile app during incidents. In the First Coast area, tune to 89.9 WJCT-FM for information before, during, and after an emergency. If you must evacuate, signage on the state’s interstate highways will let you know the frequency of the FPREN public radio station in each area. No matter where you are in Florida, you will have the information you need to stay safe and prepared.

Are you following us on social media?

City of Jacksonville Emergency Preparedness Division:

facebook.com/JaxReady
@JaxReady

National Weather Service Jacksonville:

facebook.com/NWSJacksonville
@NWSJacksonville
Zone A
Most vulnerable. First to be evacuated along with mobile and manufactured homes.

Zone B, Zone C, Zone D, and Zone E
Will be evacuated with increasing storm intensification if deemed necessary.

Zone F
Areas that experience river or rainfall flooding. Can be evacuated at any time.