

## Frequently Asked Questions

The **Emergency Preparedness Division/Duval County Emergency Management** is responsible for disaster preparedness in accordance with and in support of the national and state emergency plans and programs.

- **What are Hurricanes?**

A hurricane is a powerful, swirling storm that begins over a warm sea most common during the summer and early fall. A storm achieves hurricane status when its winds exceed 74 miles per hour.

- **Where can I find the best source of information during an emergency?**

Local radio and television or NOAA are the best sources of information for official weather and weather-related bulletins.

- **What is the difference between a hurricane watch and hurricane warning?**

A hurricane watch is issued when hurricane conditions are possible within 24 to 36 hours. A hurricane warning is issued when hurricane conditions are expected in 24 hours or less.

- **Will the bridges in Duval County close?**

Once sustained winds reach 39 mph at a specific bridge, high-rise flyover, or connector the roadway will be closed.

- **Where do I go if I am evacuated?**

As a storm approaches and an evacuation order is given, area shelters will be opened for evacuees to seek shelter. If an evacuation order is given, please monitor local media sources for information on the location of shelters

- **What if I have a disability?**

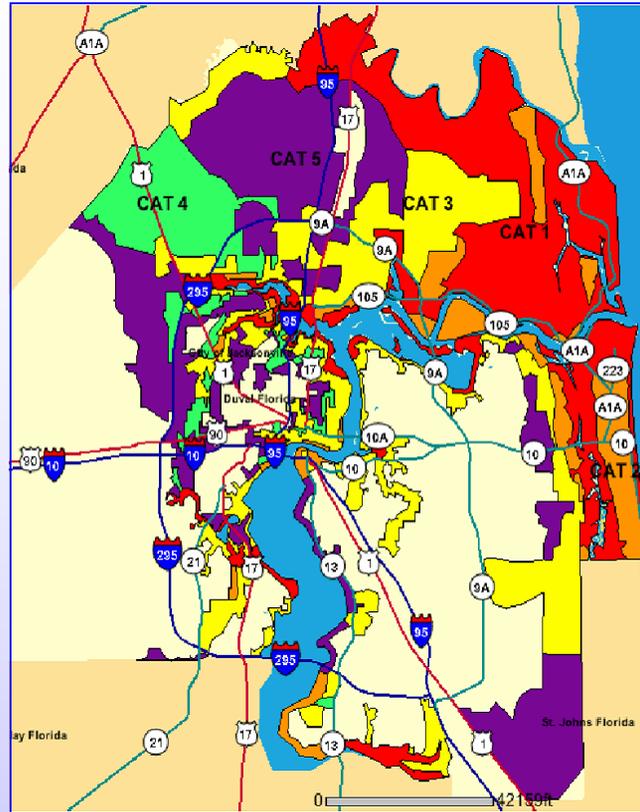
People with special needs who require assistance during an evacuation should contact the Emergency Management Division of Jacksonville Fire and Rescue at (904) 630-2472 before a storm to register as a special needs person.

- **Can I take my pet to a shelter?**

There are three pet-friendly shelters in Jacksonville. You must complete a registration form and take it with you to the shelter

Visit [www.coj.net](http://www.coj.net) go to Services, and select Emergency Preparedness for more information and downloadable forms.

## Are you in a Surge Zone?



### Hurricane Categories

**Category 1: 75-95 mph**

**Category 2: 96-110 mph**

**Category 3: 111-130 mph**

**Category 4: 131-155 mph**

**Category 5: >155 mph**

- The map shows the areas in Duval County which are referred to as “Surge Zones.”
- A storm surge is an offshore rise of water from the force of winds swirling around a storm. This advancing surge combines with the normal tides to create the storm tide, which can increase the mean water level 15 feet or more.
- If you live in one of these zones, you should evacuate based on the storm’s category.

## Emergency Kit Supplies

### Water

- At least one gallon of water per day per person for 3-5 days, two quarts a day for drinking and two quarts for food preparation and sanitation.
- Water purification tablets

### Food

- Enough for 3-5 days.
- Non-perishable dry or canned food such as ready-to-eat meats, fruits, vegetables, soups, juices and milk
- High energy snack foods such as protein or fruit bars, trail mix, peanut butter and crackers
- Comfort foods

### Kitchen Supplies

- Manual can opener
- Eating and cooking utensils, mess kits, plates and cups
- Matches or lighters in a waterproof container
- Emergency cooking/camping equipment
- Liquid detergent and household chlorine bleach
- Plastic bucket and lid
- Hand sanitizer

### Tools and Supplies

- Flashlight and extra batteries
- Battery operated AM/FM radio and extra batteries
- Toilet paper, soap, personal hygiene items, feminine supplies and toiletries
- First aid kit
- Mosquito/insect repellent
- Special needs items such as prescription medications, eye glasses, contact lens solutions, hearing aid batteries and other personal items
- Extra clothing for one week
- Rain gear
- Heavy duty plastic garbage bags
- Whistle
- Specialty items for infants, such as formula, diapers, wipes, bottles and pacifiers, and for elderly relatives and pets
- Important documents such as passport, copies of credit cards, identification cards and insurance papers
- Blankets and/or sleeping bags

## Message from the Sheriff



Living in Florida, inclement weather is not unusual, and can occur suddenly. Hurricanes, tropical storms and depressions, along with wind damage and flooding, are continual threats during the summer months and into the fall.

In 2008 sixteen named storms developed in the Atlantic Ocean, the Caribbean, and the Gulf of Mexico. Eight of them grew to hurricane strength. As we in North Florida know, you don't have to suffer a "direct hit" to be seriously impacted by these weather events.

As hurricane season approaches, the Jacksonville Sheriff's Office wants to make sure you and your family are prepared. Having a disaster plan will help ensure their safety. While Duval County does have an Emergency Preparedness plan, I urge each of you to talk with your family members and create your family's plan and also have a hurricane preparedness kit on hand.

Preparedness is the best protection against the dangers of being affected by severe weather. By following the steps outlined in this brochure, you are taking steps to protect your family if a severe weather event, such as a hurricane, impacts our area.

Thank you,  
  
 John H. Rutherford  
 Sheriff, Duval County

Jacksonville Sheriff's Office  
 501 E. Bay Street  
 Jacksonville, FL 32202  
 The JSO is a triple crown  
 accredited law enforcement agency.



## Important Contact Information

City of Jacksonville Information.....	904-630-CITY
Jacksonville Sheriff's Office.....	904-630-2489
Emergency Preparedness Division.....	904-630-2472
Registering a Disabled Person.....	904-630-2472
JEA.....	904-665-6000
American Red Cross, FL.....	1-888-843-5748
FEMA.....	1-800-621-FEMA
National Weather Service.....	904-742-4411
Emergency Management Agencies.....	904-630-2472
City of Jacksonville.....	www.coj.net
Florida Division of Emergency Management.....	www.floridadisaster.org
FEMA.....	www.fema.gov
American Red Cross.....	www.nefloridaredcross.org
National Hurricane Center.....	www.nhc.noaa.gov
JEA.....	www.jea.com

## "Code Red" Notification System

- The Duval County Emergency Operations Center has implemented a telephone emergency notification system that will call residents in the event of a potential or pending emergency.
- The system will automatically contact Duval County residents with published, residential phone numbers.
- Individuals who would like to receive notification messages on their unlisted, cellular or business phones should visit [www.coj.net](http://www.coj.net) keyword search "Code Red" to complete the form.
- Information submitted to "Code Red" *may* be subject to the Public Records Law.

## 2009 Hurricane Preparedness Guide



Courtesy of the  
**Jacksonville Sheriff's Office**