



City of Jacksonville

2016 - 2017

# Preparedness Guide



[WWW.JAXREADY.COM](http://WWW.JAXREADY.COM)



# Message from the Mayor

Dear Citizens,

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,

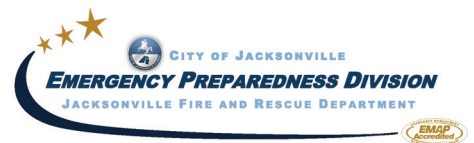


Lenny Curry  
Mayor



## 2016-2017 Preparedness Guide Team Contributors

**Emergency Preparedness Director** – Steven Woodard  
**Emergency Preparedness Deputy Director** – Todd Smith  
**Public Affairs Director** – Marsha Oliver  
**Editors** – John Shaw, Steven Woodard, Scott Cordero, Todd Smith  
**Content Editors** – Megan Graham, Angela Enyedi, Kate Guillet  
**Creative Director and Design** – Erich Belk and Lagniappe Media  
**Maps** – Roger Charity, Hien Lam  
**Contributors** – Scott Cordero, James Croft, Sheri Webber, Karen Feagins, Steven Millican, Ray Edmond, Dave Ford, Alberto Martinez, Fred Rogers, Doug Lang



*This Guide was funded by a Department of Homeland Security Grant.*

**Emergency Preparedness Division  
Jacksonville Fire and Rescue Department**

515 N. Julia Street  
Jacksonville, Florida 32202  
904-255-3110



[WWW.JAXREADY.COM](http://WWW.JAXREADY.COM)



## Watch vs. Warning

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



### A Watch means...

#### **Caution! Be Alert!**

Conditions are favorable for bad weather. Monitor the latest weather forecast!

### 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!

### 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.

### Tornadoes and Waterspouts

Strong to severe thunderstorms can produce tornadoes or waterspouts, which are tornadoes over water. A Tornado Warning is issued when NWS meteorologists determine a tornado is likely by using radar or when a tornado is sighted. Go to the lowest floor of a building, away from windows. Crouch down and cover your head!

## Tropical Storm

Sustained winds of 39-73 mph

**Watch:** Conditions possible within 48 hours

**Warning:** Conditions expected within 36 hours

## Hurricane

Sustained winds of 74 mph or greater

**Watch:** Conditions possible within 48 hours

**Warning:** Conditions expected within 36 hours

## 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

### RIP CURRENTS

Break the Grip of the Rip!

**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

**Safety**

- \* Know how to swim
- \* Never swim alone
- \* If in doubt, don't go out

## 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](http://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



Locally heavy rainfall that causes minor temporary flooding of low lying areas is common from showers and thunderstorms. A flood warning will be issued when flood waters threaten life or property.

### Flooding Facts

- One foot of flowing water will move a small car.
- More than half of flooding deaths occur in vehicles.

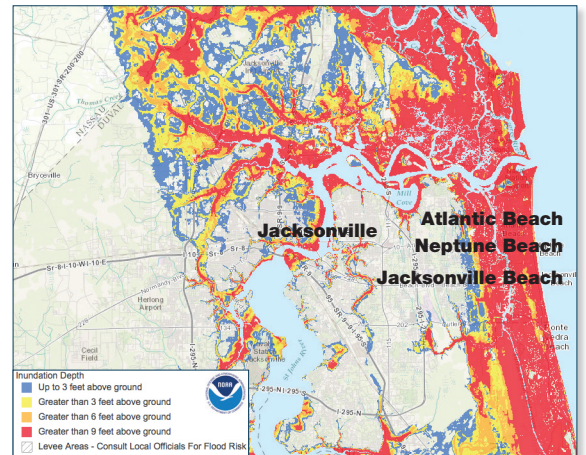
Types of Flooding	Fresh Water Rainfall	Coastal	River & Estuary	Storm Surge
Vulnerable areas (not exclusive):	<ul style="list-style-type: none"> <li>• All areas are subject to heavy rainfall flooding</li> <li>• Most prone areas include Riverside, San Marco, and 8th Street in Jacksonville</li> <li>• Areas near McCoys Creek, Hogan Creek, and Moncrief Creek</li> <li>• Jacksonville Beach</li> <li>• Poor drainage areas</li> </ul>	<ul style="list-style-type: none"> <li>• Coastal locations including Jacksonville Beach, Atlantic Beach, and Neptune Beach</li> <li>• Where beach erosion is most common during high tide</li> </ul>	<ul style="list-style-type: none"> <li>• Waterfront interests including those along beaches, Intracoastal Waterway, St. Johns River, and its tributaries, and marshes</li> </ul>	<ul style="list-style-type: none"> <li>• Coastal and intracoastal communities</li> <li>• Communities near inland rivers and creeks including the the St. Marys, Trout, Ortega, and St. Johns Rivers</li> <li>• Communities near Julington Creek</li> </ul>
Situation that may cause the flooding	<ul style="list-style-type: none"> <li>• Slow moving showers and thunderstorms</li> <li>• Long bands of showers and storms</li> </ul>	<ul style="list-style-type: none"> <li>• Strong and persistent onshore flow</li> <li>• Higher than normal astronomical tides</li> </ul>	<ul style="list-style-type: none"> <li>• Above normal rainfall combined with high astronomical tides</li> <li>• Tropical system</li> </ul>	<ul style="list-style-type: none"> <li>• Tropical system</li> <li>• Strong storm system over the Atlantic Ocean (non-tropical)</li> </ul>
Sources of information	Radar Imagery: <a href="http://radar.weather.gov">radar.weather.gov</a> Potential Rainfall: <a href="http://wpc.noaa.gov">wpc.noaa.gov</a>	Tide Information: <a href="http://tidesandcurrents.noaa.gov">tidesandcurrents.noaa.gov</a> Weather Information: <a href="http://weather.gov/jax">weather.gov/jax</a>	Monitor Rivers: <a href="http://water.weather.gov">water.weather.gov</a>	National Hurricane Center: <a href="http://nhc.noaa.gov">nhc.noaa.gov</a>

## Potential Storm Surge Map

The **Potential Storm Surge Flooding Map** represents storm surge heights that a person should prepare for before a storm. The map shows a reasonable estimate of worst case scenario flooding of normally dry land at particular locations due to storm surge.

**Storm Surge** is an abnormal rise of water generated by a storm, over and above the predicated astronomical tides. If storm surge occurs at the same time as astronomical high tide, then the resulting inland water can cause extreme flooding.

Storm surge is the greatest threat to life and property from a tropical storm or hurricane!

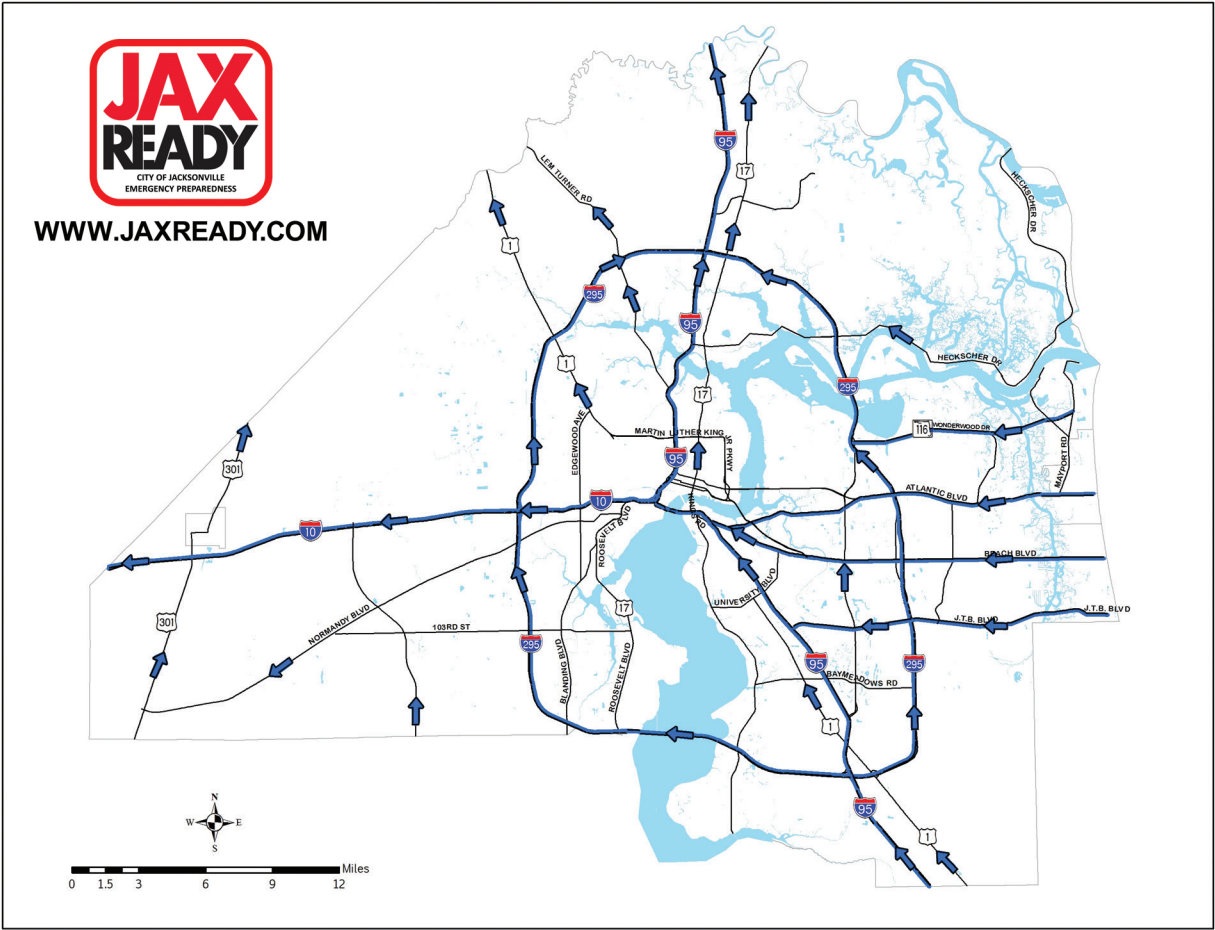


- Created when a hurricane watch or warning is issued for any portion of U.S. Gulf or East Coast.
- Subject to change with each new full advisory package, about every 6 hours.



# Primary Evacuation Routes

When an evacuation is ordered, I-95 and I-10 will be used to take you away from the storm. Beach residents and visitors can use Wonderwood Expressway, Atlantic Blvd., Beach Blvd., and J. Turner Butler Blvd. toward I-95 and I-10. Evacuation routes will be crowded as individuals from neighboring counties will be traveling through the area. Prepare to leave early.



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 preparedness 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.

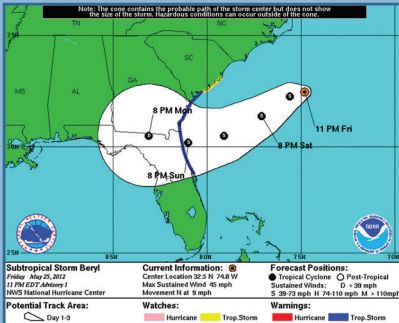
You can find your evacuation zone on the **JAXREADY** app or at [www.jaxready.com](http://www.jaxready.com)

# Making Informed Decisions

Tropical cyclone monitoring is important throughout the year, not just during hurricane season. Hurricane season is June 1 to November 30 but storms can form in other months. The National Hurricane center (NHC) provides the official tropical cyclone outlooks and official forecasts that can be viewed at [www.hurricanes.gov](http://www.hurricanes.gov).

## Storm Track and Intensity

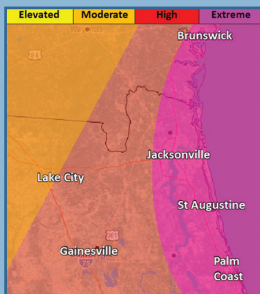
Once a tropical storm or hurricane develops, the NHC will issue forecasts, including a 5-day and 3-day forecast track.



Visit [www.hurricanes.gov](http://www.hurricanes.gov) for storm tracks and intensities.

## Potential Local Impacts

The local National Weather Service compliments the NHC forecast with potential local storm impacts to help users prepare accordingly.



Local Potential Impact graphics will be created for the following hazards:

- Wind
- Storm Surge
- Tornadoes
- Flooding Rainfall

Visit [weather.gov/jax](http://weather.gov/jax) for local impacts.

## 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.

# 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 utilities, if advised to do so.
- Lock home securely.
- Take pets with you.

## Final Actions if Staying

- 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.



## Most homeowners insurance will not cover my flood damages.

Flood damages are usually not covered under a homeowners insurance policy. All homeowners should consider purchasing federal flood insurance. Learn more at [www.floodsmart.gov/floodsmart](http://www.floodsmart.gov/floodsmart)

## You cannot wait until a tropical cyclone is a threat to get flood insurance.

New and existing homeowner 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.

## I only rent, but I still need insurance.

A landlord does not 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.

## If you do not live in a flood zone you still need flood insurance.

Any home could be flooded by concentrated rainfall and inadequate drainage systems, or by hurricane storm surge.

## Overpasses should not be used to shelter during a tornado.

Overpasses funnel tornadic winds, increasing them up to 25%. These areas should be avoided. If you cannot get to a substantial building, get out of your car, lie flat in a nearby ditch and cover your head.

## Even though it is not raining or there are no clouds overhead, lightning is still possible.

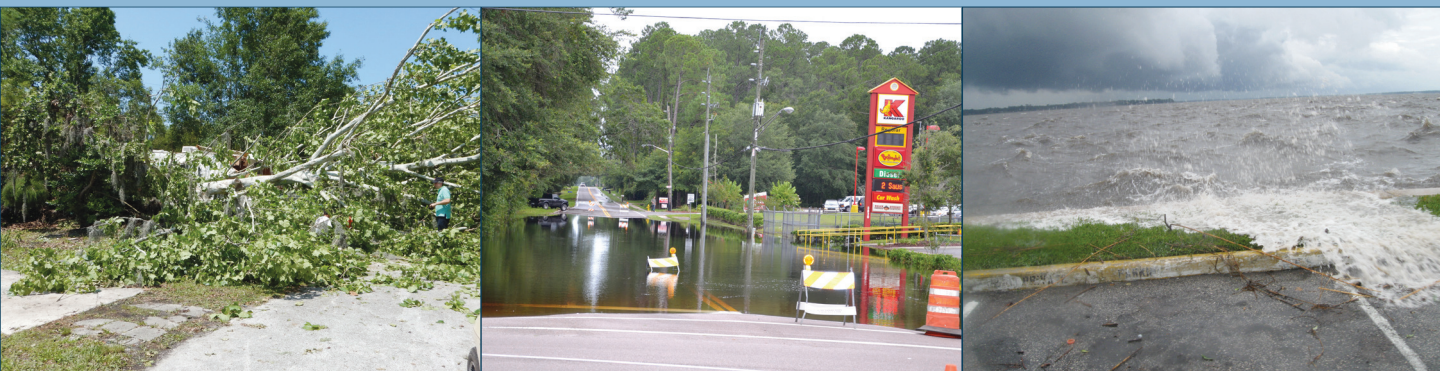
Lightning often strikes more than three miles away from the center of the thunderstorm, far outside the rain or thunderstorm cloud. "Bolts from the blue" can strike 10 to 15 miles from the thunderstorm.

## Emergency responders may not always be able to assist me during a disaster if there is an emergency.

Emergency responders may have difficulty reaching you during a disaster. Many roads could be blocked by high water or debris.

## Mobile homes should not be used 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.



## 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](http://www.floridakidcare.org) for more information.

## 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.

## 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.

## Home Preparation

- Replace or repair broken or damaged fences.
- 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](http://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.







## How much water do I need for my family?

- Make sure you have enough food and water for 7 days.
- Have at least 1 gallon of water per person per day for drinking, sanitation, and food preparation.
- How many gallons of water my family needs =  $7 \times (\text{number of people})$
- For a more comprehensive list please visit [www.ready.gov/kit](http://www.ready.gov/kit).

# Services for Special Needs Clients

A special needs client is someone medically dependent on electricity for life support equipment, and or requires observation, has a chronic condition that requires assistance, needs assistance with medications, takes medications that must be refrigerated, is an Alzheimer's or Dementia patient, or has a contagious health condition that requires precautions and isolation.



## General Population Shelters

General population shelters are open to everyone and are filled on a first-come, first-served basis.



## Pet-Friendly Shelters

Pet-friendly shelters provide shelter to people and their pets. Owners are required to care for their pets. Only household pets are allowed, including dogs, cats, ferrets, hamsters, and small rabbits. Reptiles are not allowed.



## Special Needs Shelters

Special Needs shelters are for people with special medical needs who should pre-register. Limited medical staff will be available to provide emergency medical assistance.

## Shelter Information

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 whose homes are unsafe. 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, if time permits, eat something before leaving. There is very little privacy in a shelter, and the conditions may be crowded.

Any person that meets the special needs criteria and plans to go to a shelter during an evacuation should pre-register 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

## Completing the Registration Form

- Download the Special Needs Registration Form at [www.jaxready.com](http://www.jaxready.com).
- Complete all the medical questions.
- Please write legibly.
- If transportation is needed, complete that section.
- Remember to list a contact number.
- List only prescription medications.
- Complete one form per person.
- Include your apartment or unit number.

## Transportation

If you cannot get to a pre-designated bus stop to go to a shelter, you should pre-register with the City of Jacksonville Emergency Preparedness Division.



# Returning Home and Reporting Damage

## Returning Home

- Have a form of identification with your current address.
- Make sure local officials have declared it safe to re-enter your community.
- Do not walk in or drive through flood waters.
- Check food and water for contamination. If in doubt, throw it out.
- Before entering your home, examine the outside of the structure for damaged power lines, broken gas lines, foundation cracks, or any other damage. Do not enter buildings surrounded by water.
- Do not use plumbing, sewage, and or water lines if they are damaged.
- If you see live wires, smell natural gas or propane, or hear a hissing noise, leave immediately and call 9-1-1.
- If your home was flooded, it might be contaminated with mold or dangerous chemicals.
- Wear protective clothing and be cautious when performing clean-up.
- Never use a generator, camp stove, or grill inside of your home. Operate them only outside and in a well-ventilated area.
- Repair your household screens to prevent mosquito bites.
- Contact your insurance company to report any damage. Photograph and document damages for insurance claims.
- Open doors and windows to ventilate and dry the building.

## National Weather Service Jacksonville 1-800-499-1594 ext. 1

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

- Hail (any size)
- Tornadoes and waterspouts
- Wind gusts near 60 mph or greater
- Wind damage (trees down, power lines down, structural damage)
- Significant flooding (water approaching structures, streets blocked by high water)



[weather.gov/jax](https://weather.gov/jax)



**REPORTING STORM DAMAGE**  
**CALL 904-630-CITY (2489)**

***Provide information about dangerous conditions in your area.***

### Be a Proactive Weather Watcher

- Check the Forecast
- Monitor the Radar
- Scan the Sky
- When Thunder Roars, Go Indoors

### Rebuild Responsibly

- Make sure all contractors are licensed and insured.
- Obtain necessary building permits from the City of Jacksonville Building Inspection Division. For more information call 904-630-1100.
- Call 8-1-1 before digging, to avoid utility and gas lines.



## How can kids help prepare for severe weather?

- Help pick up small things lying around your yard, like toys or games, and bring them inside.
- Make an emergency backpack to keep with you during the storm including things like: closed-toe shoes, a sweatshirt, water, snacks, a radio, a flashlight, extra batteries, adhesive bandages, a favorite stuffed animal, and a cell phone with charger if you have one.
- Talk to your family about your family disaster plan.



VISIT [KIDSGETAPLAN.COM](http://KIDSGETAPLAN.COM)  
FOR GAMES, INFO,  
STORIES AND MORE!

## Word Search

Find the words listed below. Words can be up, down, backwards, or diagonal

B O A T D R A Z A H P N D C S  
 O I S H H U R R I C A N E W Z  
 H D C U X U G X G H Y L W Q N  
 W A K N I Z V F N K L X I U Y  
 S R V D G F E O I K X H N E Y  
 P R O E O L R G N A W N D V N  
 L A L R X O I F T Q H P D A C  
 A I E S C O F S H D Q R V C F  
 N N P T R D D U G Y Q E W U X  
 E F W O E T L R I Y P P I A T  
 H A R R T B I G L C F A N T T  
 L L O M L U W E S W W R H I L  
 D L M N E I V S E T Q E K O T  
 C X I C H R E T S A S I D N N  
 Z C V W S F G A G X C W C B V

DISASTER  
 FOG  
 PREPARE  
 THUNDERSTORM  
 FLOOD  
 KIT  
 SURGE  
 WIND  
 PLAN  
 LIGHTNING  
 EVACUATION  
 HURRICANE  
 SHELTER  
 WILDFIRE  
 HAZARD  
 TORNADO  
 RAINFALL  
 RADIO

## Little Scientist Experiment

Estimate how far lightning is away from you.

1. Watch for a flash of lightning.
2. Once you see lightning, count the number of seconds until you hear thunder.
3. Divide that number by 5.
4. The answer is an estimate of how many miles away the lightning is from you.

**No place outside  
is safe during a  
thunderstorm!**





## Using Accountability and Assessment Systems

Following a declared disaster, all military active duty, 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://cgpaas.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](http://ready.navy.mil)
- Ready Marine Corps: [ready.marines.mil](http://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/](http://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](http://www.cgmahq.org) or 904-564-7592
- Coast Guard Sector Jacksonville Officer of the Day: 904-564-7592 or 904-564-7500
- Florida National Guard Family Programs: [www.fl.ng.mil](http://www.fl.ng.mil) or 1-800-226-0360
- National Guard Bureau Family Program Hotline: 1-888-777-7731
- Florida Army National Guard, Headquarters, St. Augustine Information Line: 904-823-0364
- Florida Air National Guard, 125th Fighter Wing Officer of the Day: 904-741-7030
- TRICARE ([www.tricare.mil](http://www.tricare.mil))
- South Region: [www.humana-military.com](http://www.humana-military.com) 1-800-444-5445
- North Region: [www.hnfs.com](http://www.hnfs.com), 1-877-874-2273
- West Region: [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com) 1-877-988-9378

## Army & Air Force

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



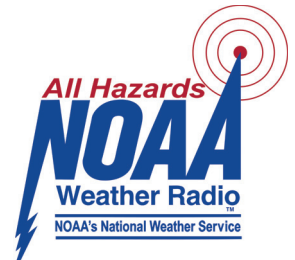
# Emergency Notifications

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



**Note:** CodeRED® will not disclose or sell contact information.

## 5 Reasons to Register for CodeRED® 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! CodeRED® goes to your mobile device via text message and phone call.

**Sign up today at [www.jaxready.com](http://www.jaxready.com).**



The Florida Public Radio Emergency Network (FPREN) will communicate critical emergency information via radio and Florida Storms mobile app during times of crisis. 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](https://facebook.com/JaxReady)

 @JaxReady

National Weather Service Jacksonville:

 [facebook.com/NWSJacksonville](https://facebook.com/NWSJacksonville)

 @NWSJacksonville



[WWW.JAXREADY.COM](http://WWW.JAXREADY.COM)



## JAXREADY App for Evacuation Information

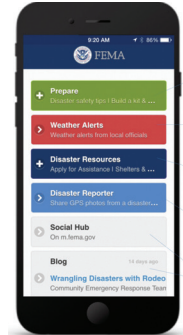
- Learn your evacuation zone.
- See if the Emergency Operations Center (EOC) is activated.
- View open shelter information.
- See the fire danger level.



Available for iOS and Android

## FEMA App for Local Severe Weather Alerts

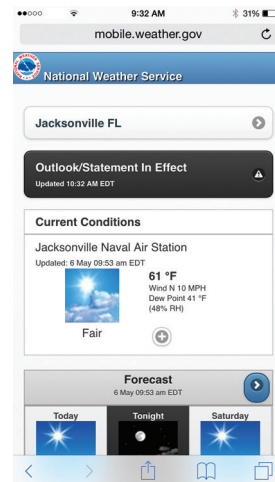
Receive timely alerts from your local National Weather Service (NWS), including severe weather watches and warnings via the free FEMA mobile app.



**Go to the below site on your mobile device to install:**  
[fema.gov/mobile-app](http://fema.gov/mobile-app)

## National Weather Service (NWS) Phone Tool for Local Forecasts & Radar

- Get NWS “app” functionality on your cell phone.
- Visit [mobile.weather.gov](http://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!



## Important Contact Information

City of Jacksonville	904-630-CITY (2489)	City of Jacksonville Emergency Preparedness Division	904-255-3110
JEA	904-665-6000	Northeast Florida Red Cross	904-358-8091
Florida Power & Light	1-800-468-8243	Baker County Emergency Management	904-259-6111
Beaches Energy Services	904-247-6171	Clay County Emergency Management	904-284-7703
Jacksonville Transit Authority (JTA)	904-630-3100	Nassau County Emergency Management	904-548-0900
Traffic Information	511	St. Johns County Emergency Management	904-824-5550
United Way of Northeast Florida	211	Florida Emergency Information Hotline	1-800-342-3557
Salvation Army	904-356-8641	National Weather Service Jacksonville	904-741-4311



# CITY OF JACKSONVILLE

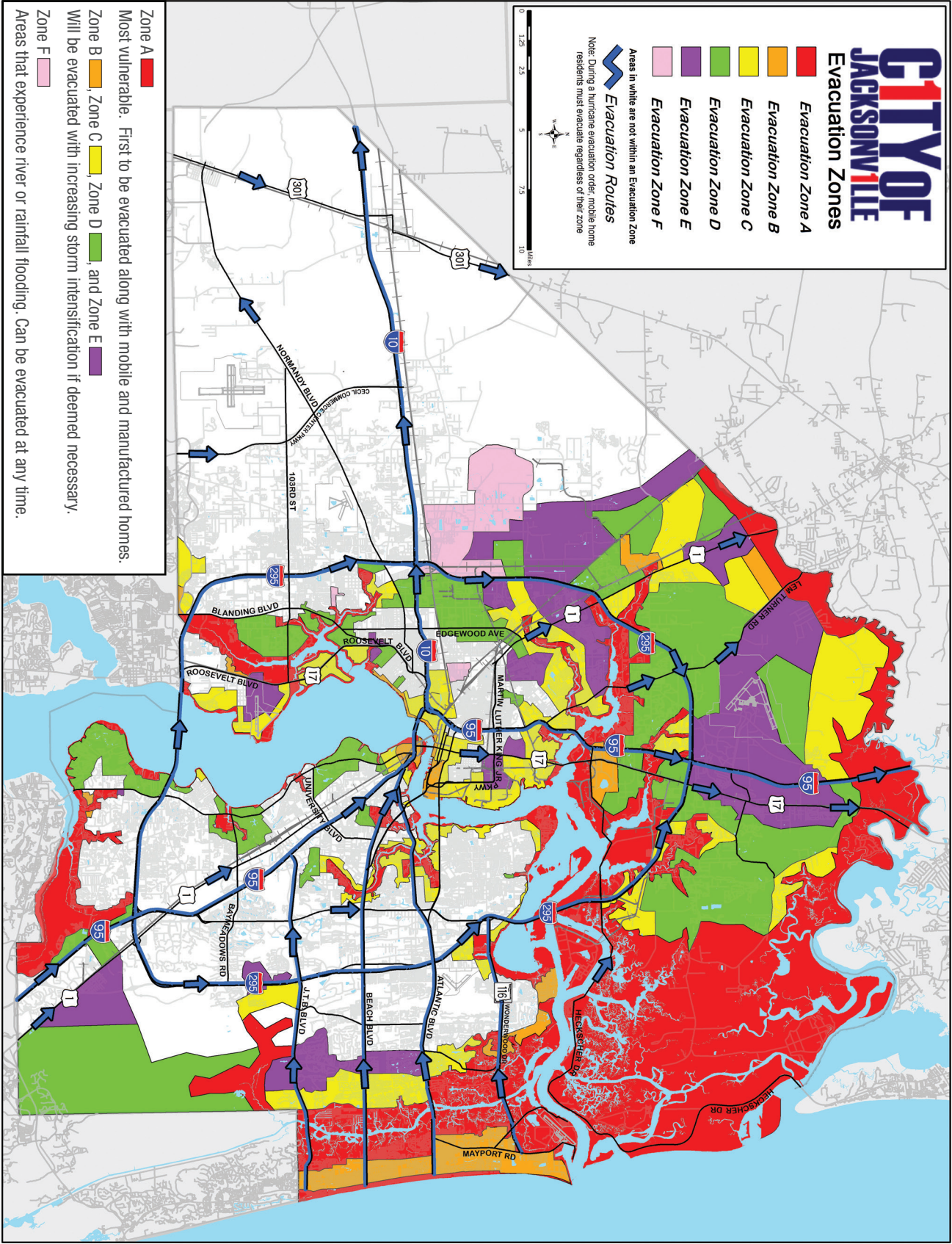
## Evacuation Zones

- Evacuation Zone A
- Evacuation Zone B
- Evacuation Zone C
- Evacuation Zone D
- Evacuation Zone E
- Evacuation Zone F

Areas in white are not within an Evacuation Zone

**Evacuation Routes**

Note: During a hurricane evacuation order, mobile home residents must evacuate regardless of their zone



**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.

# EVACUATION ZONES