

FREQUENTLY ASKED QUESTIONS

Updated Aug. 28, 2019

Is the Emergency Operations Center (EOC) activated?

Yes. Mayor Lenny Curry activated the Duval County Emergency Operations Center on Aug. 28 to monitor the storm and coordinate preparations for any potential impacts. City and agency personnel will be on site 24-hours a day.

What does a State of Emergency mean?

A State of Emergency declaration allows the City to more easily allocate dollars and resources to best protect lives and property. A State of Emergency has NOT been declared for Jacksonville/Duval County AT THIS TIME.

Have evacuations been ordered?

NO evacuations have been ordered at this time. Evacuation zones can be viewed at <http://maps.coj.net/evsearch/> or on the [JaxReady mobile app](#).

What's the difference between a Hurricane Watch and a Hurricane Warning?

Hurricane Watch: An announcement that hurricane conditions are possible within the specified area. Because outside preparedness activities become difficult once winds reach tropical storm force, watches are issued 48 hours in advance of the anticipated onset of tropical-storm-force winds.

Action: During a watch, prepare your home and review your plan for evacuation in case a Hurricane or Tropical Storm Warning is issued. Listen closely to instructions from local officials.

Hurricane Warning: An announcement that hurricane conditions are expected within the specified area. Because outside preparedness activities become difficult once winds reach tropical storm force, warnings are issued 36 hours in advance of the anticipated onset of tropical-storm-force winds.

Action: During a warning, complete storm preparations and immediately leave the threatened area if directed by local officials.

What should citizens be doing as the storm approaches?

Stay informed and updated on storm progress via JaxReady.com, the JaxReady mobile app and local media channels. Take steps to prepare yourself and your property.

- Find your evacuation zone and your flood zone (which are NOT the same) online at maps.coj.net.
- Secure anything outside that could blow into a building, window or storm system, including signs, garbage cans/lids, toys, etc.
- Pick up any litter or loose yard debris around your home and secure it in a garbage bag or container.

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- Low-lying and tidally-influenced areas should expect and prepare for flood conditions.
- Ensure vehicles are serviced and have fuel.
- Charge your cell phones and mobile devices.
- Fill jugs and lidded containers with clean Jacksonville tap water.
- 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.
- Double check your emergency supply kit.
- Review your emergency plan.

Refer to the City's Emergency Preparedness Guide available for information at www.JaxReady.com.

Are emergency shelters open?

NO shelters are open at this time. Shelter openings are based on weather conditions and needs, and will be communicated via local media channels, social media, the City website (www.COJ.net) and the [JaxReady mobile app](#).

Does the City provide sandbags to prevent flooding?

Sandbags are not provided by the City of Jacksonville/Duval County. Jacksonville is a geographically diverse city, covering 840 square miles. The City's stormwater needs and population size are different from neighboring counties. Residents who believe sandbags are a necessity should consult with their local hardware store. In addition to sandbags, the City does not provide batteries, flashlights, radios, ice, first aid kits or canned goods. These are personal preparedness items that citizens are encouraged to acquire based on their anticipated needs.

Are schools closed?

NO school closures have been announced at this time.

Will government offices close?

NO government office closures have been announced for Jacksonville/Duval County at this time.

Will bridges close?

The Florida Department of Transportation (FDOT) works closely with the Jacksonville Sheriff's Office and the Florida Highway Patrol to monitor wind conditions at area bridges. If sustained winds exceed specified levels, FDOT will work with law enforcement to close affected bridges. Any bridge closures will be communicated via local media channels, social media, the City website (www.COJ.net) and the [JaxReady mobile app](#).

Will garbage and recycling collection remain on schedule?

There are no changes to waste collection schedules at this time.

What types of debris will be picked up by Solid Waste?

All standard solid waste collection rules apply with a 5-cubic-yard waste limit. Any changes or exceptions to these rules as result of the storm will be communicated via local media channels, social media, the City website (www.COJ.net) and the [JaxReady mobile app](#).

What steps can citizens take to protect pets?

- **Bring your pets inside.** They may be outside dogs/cats, but the conditions they may see during a strong storm are beyond their normal experiences. They will be frightened as they are exposed to extreme weather and possible flying debris. Bring them in. If they cannot be allowed loose, use a crate. Crates give them their own secure space and keep them safe. Additionally, if in some unforeseen emergency you and they need rescuing, emergency personnel can more easily help you with contained, safe animals.
- **Do NOT set animals loose.** They will not “be OK”.
- **Gather information for evacuation, even if you don’t think you will have to evacuate.** The easy way to do this is place copies of vet records, shot records, ownership papers, any medication your pet needs, an extra collar and an extra leash in a zip-top bag. Use a permanent marker to place your name and the pet’s name on the bag. Then keep the bag near the pet so you can grab both and go, if needed.
- **Have three to four days of pet food on hand.**
- **Have a gallon of bottled water per day on hand for your pets, especially if evacuating.** Sudden changes in water supply coupled with stress can upset their digestive systems. Enough said.
- **Understand that at pet friendly shelters, you will be responsible for the care of your dog.** Please be prepared to do so if you utilize a shelter for you and your pets.

Who do I call if my lights are out?

JEA will work to restore power when it is safe to do so. Electrical outages and service issues can be reported to JEA at (904) 665-6000 or online at JEA.com.

What should citizens do if they approach a malfunctioning or out-of-service traffic light?

Drivers should treat malfunctioning or out-of-service traffic lights as four-way stops.

What do I do if I find downed power lines?

If citizens encounter downed power lines, they are encouraged to keep a safe distance and call 630-CITY (2489) to report the issue.

How do I prevent exposure to carbon monoxide (CO)?

In the event of electric utility outages, some citizens may turn to gas-powered appliances and charcoal or gas grills. These devices can increase the risk of exposure to carbon monoxide (CO). Carbon monoxide is a highly

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poisonous, invisible, odorless, tasteless gas and is highly poisonous. Depending on the level of exposure, CO may cause fatigue, weakness, chest pains for those with heart disease, shortness of breath upon exertion, nausea, vomiting, headaches, confusion, lack of coordination, impaired vision, loss of consciousness, and in severe cases, death.

Department of Health-Duval recommends the following precautions to help citizens prevent carbon monoxide poisoning:

- Do not burn charcoal or gas grills inside a house, garage, vehicle, tent or fireplace.
- **NEVER** use a generator indoors, including in homes, garages, basements, crawl spaces, and other enclosed or partially enclosed areas, even with ventilation. Opening doors and windows or using fans will not prevent CO build-up in the home.
- **ALWAYS** locate the unit outdoors on a dry surface, away from doors, windows, vents, and air conditioning equipment that could allow CO to come indoors. Follow the instructions that come with your generator.
- Install battery-operated CO alarms or plug-in CO alarms with battery back-up in your home, according to the manufacturer's installation instructions.
- Test your CO alarms frequently and replace dead batteries.
- **REMEMBER:** you cannot see or smell CO.
- Portable generators can produce high levels of CO very quickly.
- If you start to feel sick, dizzy, or weak while using a generator, get to fresh air **RIGHT AWAY. DO NOT DELAY.**
- If you have a poisoning emergency, call your nearest Florida Poison Information Center at 1-800-222-1222.
- If the victim has collapsed or is not breathing, call 911 immediately.

For more information, please contact the Department of Health-Duval (904-253-1000) or visit The Florida Department of Health website (www.floridahealth.gov/) or The Florida Division of Emergency Management website (www.floridadisaster.org/index.asp).

FOOD SAFETY

Refrigerated food and power outage guidelines:

- In most circumstances, food is safe as long as power is out no more than four hours.
- Keep the refrigerator door closed as much as possible.
- Never taste food to determine its safety! You can't rely on appearance or odor to determine whether food is safe.
- Discard any perishable food (such as meat, poultry, fish, eggs, and leftovers) that has been above 40 degrees F for more than two hours.
- Always discard any items in the refrigerator that have come into contact with raw meat juices.

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For a full guide of foods to keep and discard, visit:

https://www.foodsafety.gov/keep/charts/refridg_food.html.

Handling food during boil water advisories also requires special attention.

- Make sure to keep soap and paper towels at all handwashing sinks.
- Wash hands frequently with soap and running water:
 - After using the bathroom
 - Before handling food
 - When switching between raw and cooked foods
 - After eating, drinking, or smoking
 - After changing a diaper
 - Whenever hands become contaminated
 - Between changing gloves
- Thaw foods in the refrigerator before cooking or serving:
 - Keep cold foods at 41 degrees F or below
- Cook food thoroughly (for a minimum of 15 seconds as indicated below):
 - Chicken and other poultry and stuffed meats - 165 degrees F
 - Ground beef and other ground meats - 155 degrees F
 - Pork, beef, eggs, and other meats - 145 degrees F
 - Once cooked, keep hot foods at 140 degrees F or above
 - Cool hot foods rapidly to 41 degrees F, or below, within 4 hours of serving

Handling Foods

- Do not touch ready-to-eat foods with unwashed hands
- Use utensils to handle food, whenever possible

FLOOD WATER SAFETY

Precautions to prevent possible illness from flood waters:

- Basic hygiene is critical. Wash your hands with soap and water that has been boiled or disinfected before preparing or eating food, after using the toilet, after participating in flood cleanup activities, and after handling articles contaminated with flood water or sewage.
- Avoid eating or drinking anything that has been contaminated with flood waters.
- Do not wade through standing water. If you do, bathe and put on clean clothes as soon as possible.
- Avoid contact with flood waters if you have open cuts or sores. If you cannot avoid contact with flood waters, keep any cuts and sores as clean as possible by washing well with soap to control infection. If a wound develops redness, swelling, or drainage, seek immediate medical attention. Residents who

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STORM FAQs

LENNY CURRY, MAYOR

sustain lacerations and/or puncture wounds and have not had a tetanus vaccination within the past 10 years require a tetanus booster.

IMPORTANT PHONE NUMBERS & WEBSITES

City of Jacksonville - 904-630-CITY (2489); <http://www.coj.net/>
Jacksonville Sheriff's Office - 904-630-0500; www.coj.net/departments/sheriffs-office.aspx
Florida Department of Transportation - 904-360-5457; <http://www.fdot.gov/>
JEA - 904-665-6000; <https://www.jea.com/>
Northeast Florida Red Cross - 904-358-8091;
<http://www.redcross.org/local/florida/north-florida/local-chapters/northeast-florida>
Jacksonville Transit Authority (JTA) - 904-630-3100; <http://www.jtafla.com/>
Traffic Information – 511; <https://fl511.com/>
United Way of Northeast Florida – 211; <https://www.unitedwaynefl.org/>
Florida Emergency Information Hotline - 1-800-342-3557; <http://floridadisaster.org/feil.htm>
Salvation Army - 904-356-8641; <http://www.salvationarmyflorida.org/jacksonville/>
National Weather Service Jacksonville - 904-741-4311; www.weather.gov/jax/
Duval County Public Schools - 904-390-2000; <https://duvalschools.org/>
Jacksonville Public Library - 904- 630-1994; <https://www.jaxpubliclibrary.org/>

OFFICIAL SOCIAL MEDIA ACCOUNTS

Twitter: Mayor Lenny Curry (@LennyCurry) - <https://twitter.com/lennycurry>
City of Jacksonville (@CityOfJax) - <https://twitter.com/cityofjax>
JaxReady (@JaxReady) - <https://twitter.com/jaxready>
Facebook: City of Jacksonville - <https://www.facebook.com/CityofJax>
YouTube: City of Jacksonville - <https://www.youtube.com/c/cityofjacksonville>
LinkedIn: City of Jacksonville - <https://www.linkedin.com/company/city-of-jacksonville>
Instagram: City of Jacksonville (@CityOfJax) - <https://www.instagram.com/cityofjax/>

For more information, visit <http://www.coj.net/departments/public-affairs/social-media.aspx>.

About the City of Jacksonville

The City of Jacksonville is the largest city by land mass in the contiguous United States, serving approximately 900,000 residents. Located in Duval County, City of Jacksonville leadership includes the mayor and a 19-member City Council. To learn more about the City of Jacksonville, visit COJ.net.

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