

CITY OF JACKSONVILLE PREPAREDNESS & RESPONSE GUIDE

2026-2027



A NOTE FROM MAYOR DEEGAN

Dear Residents of Jacksonville,

Living in Florida means understanding that emergencies can take many forms—from hurricanes and severe weather to flooding, fires, and other unexpected events. While we cannot always predict when challenges will arise, we can take meaningful steps to prepare ourselves, our families, and our neighbors.

That is why I am proud to share the City of Jacksonville's annual Emergency Preparedness Guide. This resource is designed to help you plan ahead, stay informed, and feel more confident in the face of uncertainty. Inside, you will find practical preparedness tips, important contact information, evacuation guidance, and resources to help you navigate emergencies safely.

Preparedness goes beyond having emergency supplies on hand. It means having a plan, understanding your options, and looking out for one another.

Jacksonville is a resilient city because of the people who call it home—neighbors who check in on neighbors, families who prepare together, and a community that comes together when it matters most.

I encourage every household to take time to review this guide, discuss your emergency plans, and make the preparations that best fit your needs. A little planning today can make a meaningful difference tomorrow.

On behalf of the City of Jacksonville, thank you for doing your part to help keep our community safe, strong, and prepared.

With gratitude,



Donna Deegan
Mayor



A MESSAGE FROM CHIEF ANDRE AYOUB

Preparedness is what turns uncertainty into action. This guide was created to give Duval County residents the tools to make confident decisions before, during, and after an emergency.

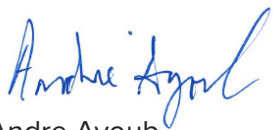
Storms don't wait, and when they arrive, the choices you've already made matter most.

- Get a Kit,
- Have a Plan,
- Know Your Zone,
- Stay Informed

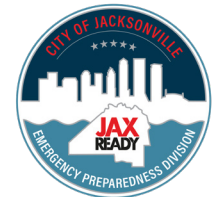
This guide is your starting point. Use it to prepare your home, your family, and your business. Share it with those around you.

As we continue to improve how we serve this community, we want to hear from you. Take a moment to complete our six question survey and tell us the best way we can connect. Your input helps us deliver information when and where it matters most.

Stay JaxReady,



Andre Ayoub
Chief, Emergency Preparedness Division
City of Jacksonville



Scan the QR code or visit
[JaxReady.com](https://jaxready.com) to take the survey.



On the Cover: Following severe weather, crews from the Jacksonville Fire and Rescue Department, Jacksonville Sheriff's Office and JEA work together to form Emergency Road Access Teams (ERAT) clearing debris and reopening critical roadways.

HOW TO USE THIS GUIDE

We know preparedness can feel overwhelming, so we've made this guide easy to follow and tailored just for Duval County residents. Inside, you'll find:

- Practical steps for preparing your family and home
- What to do before, during, and after an emergency
- Tools for staying informed and knowing when to evacuate
- Support resources for seniors, kids, pets, and medical needs
- Interactive links and QR codes for more help online

Preparedness doesn't have to be complicated. These four simple steps form the foundation of being JaxReady for any emergency. Whether it's a hurricane or other disaster, following these basics will help keep you and your family safe when it matters most.



Get a Kit

Build a disaster supply kit with food, water, medications, and other essentials to last at least seven days. Don't forget supplies for pets, babies, and older adults.



Have a Plan

Know how you'll communicate, where you'll go, and how you'll reconnect with loved ones during a disaster. Write it down and share it with family members.



Know Your Zone

Evacuation zones vary across Duval County. Find out if your home is in a high-risk zone so you know when and where to go during a storm.



Stay Informed

Sign up for ALERTJAX, download the JaxReady app, and follow @JaxReady on social media to get real-time updates from trusted sources.

Use this guide at your own pace, but don't put it off. A few small actions now like building a kit or talking with your family can make a big difference when the unexpected happens.



CONTENTS

03	Get a Kit
04	Have a Plan
05	Know Your Zone
06	Stay Informed
07	JEA -Partners in Preparedness
10	JTA- Partners in Preparedness

11	Severe Weather
14	Hurricanes
18	Water Safety
19	Fire Safety
20	Personal Safety
21	Basic First Aid
22	Community Resources

GET A KIT



In an emergency, you may need to rely on your own supplies for several days. Being prepared means having enough food, water, and essential items to last at least seven days.

Store your emergency supplies in airtight plastic bags and pack them into one or two easy-to-carry containers.

Some disasters may require you to shelter at home, while others may force you to evacuate. Be sure to bring your emergency supply kit with you wherever you go.

PERSONAL ITEMS

- Sleeping Bags and/or Pillows and Blankets
- Lawn Chairs/Folding Chairs
- Hot and Cold Weather Clothing
- Sturdy Closed-Toe Work Shoes
- Rain Gear
- Personal Hygiene (toothbrush, toothpaste, soap, deodorant, etc.)
- Medications (prescription and non-prescription)
- Spare Eyeglasses
- Hearing Aids
- Entertainment (cards, books, quiet games)
- Baby/Infant Needs (diapers, formula, baby food, etc.)

MISCELLANEOUS ITEMS

- Spare Keys
- Pen/Pencils and Paper
- Important Documents (identification, insurance policies, and account records saved electronically or in a waterproof, portable container)
- Keepsakes, Significant Photos
- Coins, Cash, and Credit Cards
- Maps and Evacuation Information
- Important Phone Numbers

FOOD NEEDS

- Drinking Water (one gallon per day per person for 7 days)
- Non-Perishable Food
- Manual Can Opener
- Juice/Soft Drinks/Instant Coffee or Tea/Dry Milk
- Lighter/Waterproof Matches
- Pots/Pans/Cooking Utensils
- Aluminum Foil
- Disposable Plates, Cups, and Cutlery
- Plastic Wrap/Ziplock Bags/Garbage Bags
- Cooler for Food Storage
- Cooler to Transport Ice

BASIC SAFETY

- NOAA Weather Radio
- First Aid Kit With Instruction Book
- Battery Powered Television, Radio, and Clock
- Flashlights
- Battery Powered Lanterns
- Extra Batteries and Car Chargers for Electronics
- Whistle (to signal for help)
- Two-Way Radios

PET/SERVICE ANIMAL

- Water (one gallon per day for each animal)
- Food and Treats
- Food and Water Bowls
- Medications
- Vaccination and Registration Records
- Collar or Harness with ID Tag, Rabies Tag and Leash
- Cat Litter and Tray
- Plastic Bags for Pet Waste
- Current Photo of You and Your Pets
- Comfort Items (toys, bedding)
- Cage or Carrier for Each Animal

Visit [JaxReady.com](https://www.jaxready.com) to find more information on supply kit essentials.



BASIC TOOLS

- Basic Tool Kit (hammer, wrenches, etc.)
- Specialized Tools (for water, gas valves, etc.)
- Plastic Tarps or Roll Plastic Sheeting
- Assorted Screws and Nails
- Duct Tape
- Canvas or Leather Work Gloves
- Fire Extinguisher

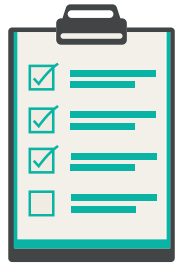
HAVE A PLAN

Preparing in advance is one of the best ways to keep your household safe. Disasters, including major events like hurricanes, can strike without warning and impact the entire community. Taking time now to make a plan helps ensure you and your family are ready to respond.

CREATE A FAMILY EMERGENCY PLAN

Hold a family meeting to review the following questions:

- **What is your escape plan?** Know your evacuation zone and route (see page 5).
- **Do you have an emergency supply kit?** Make sure it has enough to last 7 days (see page 3).
- **Where will you meet?** Choose a primary and backup meeting location.
- **How will you communicate?** Phone service may be unreliable, so plan to use text messages or identify an out-of-area contact everyone can reach.
- **Who is your out-of-town contact?** Choose a trusted person outside your area for everyone to check in with and share their status.
- **Does your plan include everyone?** Plan for children, pets, and anyone needing extra assistance.
- **Have you shared your plan?** Let friends and family know your plan and encourage them to make one, too.



Download the City of Jacksonville Family Emergency Plan Template by scanning the QR code.

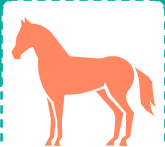
PLAN FOR YOUR PETS



- Make sure all pets wear collars with current ID that includes your phone number and address.
- Train pets to feel comfortable in a crate or carrier to make evacuation easier.
- Bring pets inside at the first sign of severe weather or danger.
- Keep an emergency pet kit in an easy-to-access location.
- Store recent photos of your pets in case they become lost during a disaster.



Tip: Microchipping is highly recommended. Visit jacksonville.gov/pets for more information.



Large Animals: Call Animal Care & Protective Services at 904-630-CITY (2489) to learn about evacuation sites in Duval County.

BUSINESS OWNERS



- ✓ Planning is just as important for your organization.
- ✓ Download the City of Jacksonville's Business Continuity Template today.
- ✓ Scan the QR code to begin.



MINIMIZE FINANCIAL HARDSHIP



Financial preparedness is critical. Take time to organize your financial documents and keep extra copies with your supply kit. Contact your insurance agent and ensure you are covered for hurricane-related hazards. **Flood insurance must be purchased separately!**



PLEASE NOTE: a flood insurance policy generally takes effect 30 days after purchase. Do not wait until the last minute to obtain this coverage!

- ✓ Make an inventory of your personal assets and keep it in a safe, dry place. Take photos and video of your belongings and keep them with you during the event of an emergency.
- ✓ Be sure that you keep cash on hand. Power outages may prevent access to ATMs and may limit the use of credit/debit cards.

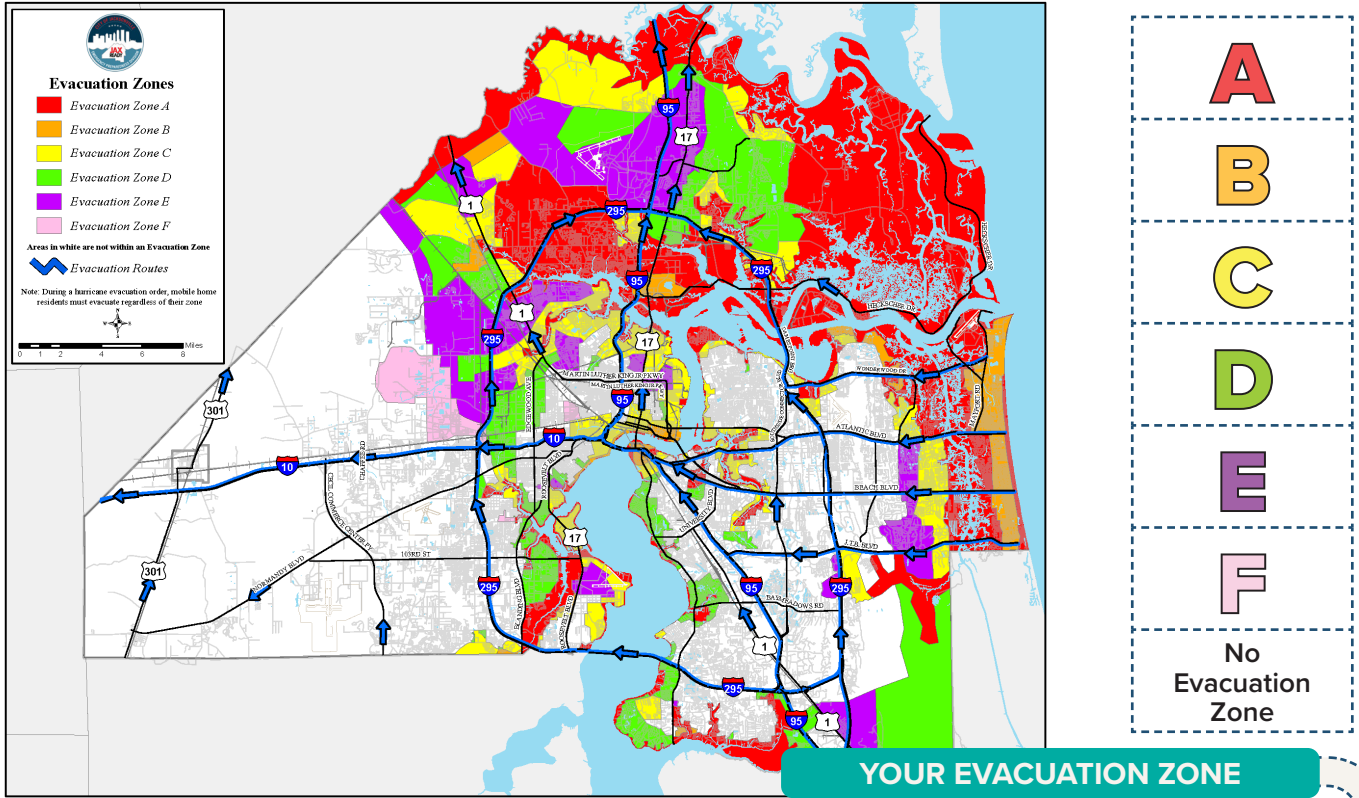


TIP: Don't forget to set aside funds to pay your hurricane deductible.

KNOW YOUR ZONE

Not all areas face the same risk during a hurricane. It is critical to know your evacuation zone before a storm hits. Your zone determines whether you should evacuate or shelter in place during a hurricane and it may be different from your neighbors, even if you live nearby.

Evacuation orders are based on the storm's strength and expected impact, including storm surge. Knowing your zone ahead of time helps you act quickly and confidently if you're told to leave.



Knowing your evacuation zone is especially important if you live near the Atlantic Ocean, Intracoastal Waterway, or St. Johns River, where storm surge and flooding are most likely.

Zones are labeled A through F, with Zone A being the most vulnerable and usually the first to evacuate. Even if you're not in a designated zone, you may still need to leave if you live in a low-lying or flood-prone area.

Knowing your zone means knowing when to go. Don't wait—scan the QR code to check your zone and make your plan today.



YOUR IMPORTANT INFORMATION

Emergency Meeting Place

Out of Town Contact

Primary Care Doctor

Insurance Policy Information

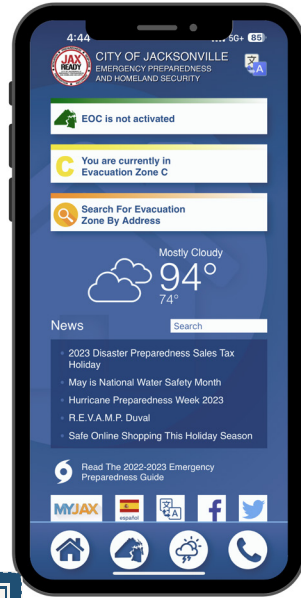
STAY INFORMED

Knowing how the City of Jacksonville communicates during an emergency is essential to staying safe and informed. Below are the official ways to receive important updates before, during, and after a disaster.

JAXREADY APP

The JaxReady app, developed by the City of Jacksonville's Emergency Preparedness Division and Technology Solutions Department, helps you stay informed and ready for any emergency. With the app, you can:

- Use GPS to find your Evacuation Zone
- View the current EOC activation level, weather hazards, and fire danger index based on your location
- Access links to sign up for the Special Medical Needs Registry
- Stay up to date with local weather and fire alerts



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



Look for Duval County essential emergency information before, during, and after disasters at **JaxReady.com**.

STAY CONNECTED



Follow **@JaxReady** on Facebook, X, Instagram, and Nextdoor to stay informed with updates, preparedness tips, and critical alerts.

ALERT SYSTEMS



Weather.gov/Alerts

Ready.gov/Alert

Fema.gov

ALERTJAX
JaxReady.com/ALERTJAX

Scan the QR code to sign up for ALERTJAX notifications.



WIRELESS EMERGENCY ALERTS (WEA)

Authorized national, state, or local government authorities may send alerts regarding critical events using these alerts. Make sure emergency alerts are enabled on your phone's settings.

COMMERCIAL MEDIA

Local broadcast stations will publish emergency alert information. Power failures are likely during a severe weather event; keep at least one battery-powered radio in your household.

ALERTJAX

ALERTJAX is a free emergency notification system for Duval County residents. Receive real-time emergency notifications for weather, road closures, and more. Sign up at JaxReady.com/ALERTJAX.

SMARTPHONE ALERTS

Certain smartphone apps can notify you during a disaster or emergency. Check your app preferences and ensure alerts are turned on to receive timely warnings.

Call or text 911 only in emergencies that require immediate assistance from police, fire, or medical services. Call 911 for:

- Fires or visible smoke
- Medical emergencies
- Crimes in progress
- Traffic crashes
- Dangerous or unsafe conditions



Text-to-911 is also available in Duval County if you are unable to speak.

PARTNERS IN PREPAREDNESS

At JEA, we are committed to providing safe and reliable electric, water, and wastewater services to the communities we serve. As part of that commitment, we prepare year-round for emergencies that may impact Northeast Florida, including severe weather.

While storm season can be unpredictable, year-round preparation helps minimize service disruptions and supports safe, efficient restoration if storms impact our area. Throughout the year, JEA works closely with the City of Jacksonville's Emergency Preparedness Division and continues investing in infrastructure improvements that strengthen our systems against storm-related impacts. This includes hardening critical infrastructure, investing in back-up generators for pump stations, and trimming trees near power lines to help reduce outages caused by falling debris.

Preparing early and staying connected can help keep you and your family safe. Now is the time to review your storm preparedness plan, locate your storm kits, and follow the steps below to ensure you receive important updates about outages and restoration efforts.

Update Your Contact Information: Verify your phone number and email address are up to date on your JEA account so we can reach you with important updates.

Sign Up for Outage Alerts: JEA will send you real-time updates on power restoration efforts when you report your outage. Follow us @NewsfromJEA: Get real-time updates by following us on Facebook and X.

Learn Our Power Restoration Process: Our Restoration 1-2-3 process is designed to assess and repair our facilities and restore power across our service territory as quickly and safely as possible.

Know How to Report an Outage: There are three simple ways to report an outage if you lose services.

- Visit jea.com/outage or use the My JEA mobile app.
- Call (904) 665-6000 to use our automated system.
- Text OUT to 69532 (MyJEA) to report an outage and receive restoration updates on your mobile device.

We encourage you to stay ready and stay connected. Early preparation can go a long way if a storm heads our way.

Learn more about JEA's restoration process and how you can prepare at jea.com/storm or by scanning below.



GENERATOR SAFETY

Portable generators can be lifesaving tools during power outages, but they must be used safely to avoid dangerous conditions like carbon monoxide poisoning, fires, or electrical shock.

KNOW THE SYMPTOMS OF CARBON MONOXIDE POISONING

- Headache
- Fatigue
- Nausea
- Shortness of Breath
- Dizziness



If you feel any of these symptoms, leave right away. Carbon monoxide is an invisible, odorless gas that can kill in minutes.

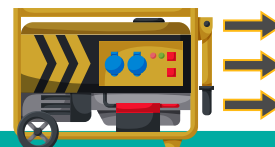
Never plug a generator into a wall outlet or your home's wiring without a transfer switch—this can backfeed electricity and endanger utility workers.



Stay alert and use carbon monoxide detectors with battery backup in your home.

KEEP IT OUTSIDE!

- ONLY use a generator outside and 20 feet from windows, doors, and vents.
- Point the exhaust away from all doors and windows.





Building Community

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.



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.

PHASE 2: INDIVIDUAL CUSTOMERS

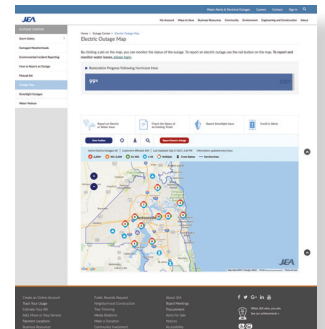
With public safety repairs complete, JEA will move to Phase 2 of our process. Utility crews now begin making repairs by electric “circuits” – repairing an entire circuit of approximately 2,500 homes before moving on to another circuit. Priority is given to making repairs that will restore power to the most customers.

WHAT YOU CAN DO:

REPORT YOUR OUTAGE:

You can report your outages before, during or after a storm– and receive acknowledgement and updates for your outage.

Call **(904) 665-6000** or visit jea.com/outage to report your outage. You can also text “OUT” to MyJEA (69532) to get outage updates sent to your phone.



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 for this reason we direct all our resources toward completing the restoration process.

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) 630-CITY 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) 630-CITY.

POWER UP GRADUALLY:

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

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



BEFORE THE STORM

STORM HARDENING:

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

YEAR-ROUND 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 Jacksonville – 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, working on a 2.5-year cycle to cover JEA's 900-square-mile service territory.

WATER AND SEWER UPGRADES:

We've invested millions to upgrade 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 team members are in place, monitoring the weather and assessing the storm's impact on our facilities. Our Emergency Operations Center works around the clock. Key personnel are deployed to the field to alert us to any serious system failures. And our lineworkers 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 service territory as quickly and safely as possible.

PARTNERS IN PREPAREDNESS

Dear Jacksonville,

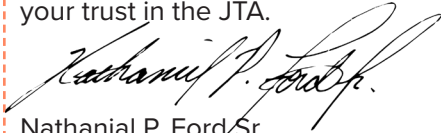
The Jacksonville Transportation Authority (JTA) has been a trusted resource in our community since 1955, first as an expressway authority, and for the past 54 years as the public transportation provider in Northeast Florida. The responsibility you have entrusted us with goes beyond the daily bus trips and the roads we build in your neighborhood.

Throughout the year, the JTA has proven to be a valuable community partner by supporting the region with transportation resources above and beyond our regular services. Whether it is providing cooling buses during large events, transporting residents to shelter locations in emergency situations or delivering essential items for our neighbors suffering from the devastating effects of hurricanes; the JTA is always at the ready to serve those in need. Our coordinated response to severe weather is part of that responsibility. The more than 800 JTA employees who call Jacksonville home stand ready to help our friends, families and neighbors during a severe weather event.

When an evacuation order is issued, the JTA provides free transportation to local shelters until it is no longer safe to do so. This includes JTA buses and transportation resources for those with special needs. During that time, you will see JTA buses marked “Evacuation Shuttles” stationed at designated pick-up locations at the Beaches and Baldwin that will take you to local shelters. Additional Evacuation Shuttles will also be deployed on JTA bus routes for those who do not live in those areas.

The JTA is proud to support our first responders, police, firefighters, and utility crews with transportation as they respond to critical needs in your neighborhoods.

As you prepare for the Atlantic Hurricane Season, and build your emergency kits, know that the JTA will be there for you during times of need. You can locate these and other resources in this Guide, and at www.jtafla.com. Thank you for putting your trust in the JTA.



Nathaniel P. Ford Sr.
JTA Chief Executive Officer

ASSISTANCE WITH TRANSPORTATION

If you need transportation assistance to evacuate, the Jacksonville Transportation Authority (JTA) will suspend fares for evacuation routes. If you plan to evacuate, be ready to evacuate early as these services will stop as conditions deteriorate.

- JTA will operate on a reduced schedule for normal routes
- All fixed route bus and First Coast Flyer BRT stops will become evacuation pick-up points to transport individuals to hubs
- Residents needing to evacuate can take any bus marked “Evacuation Shuttle” on a regular bus route before the announced cut-off time
- Residents can also go to any one of the four designated pick-up locations to be transported to a transfer hub, where you will then change buses to be transported to a public shelter:

- Fletcher High School
- Baldwin Middle-High School
- Mayport Middle School
- Jacksonville Beach Elementary

More information can be found at jtafla.com/severeweather or by calling (904) 630-3100.



SEVERE WEATHER

Extreme temperatures can pose serious health and safety risks. Whether it's a summer heatwave or a winter freeze, knowing how to prepare and respond can protect your household and your neighbors. Use the tips below to stay safe during extreme heat and cold conditions.



EXTREME HEAT

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

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

STAY SAFE IN EXTREME HEAT



Hydrate by drinking water or sports drinks.



Offer to help those you know with limited access to air-conditioning.



Stay indoors, in an air conditioned area, during peak heat hours.



Avoid unnecessary exertion.



Wear light, loose-fitting clothing.



Stay out of the sun if you do not need to be in it.



The City of Jacksonville cares about your well-being and wants to ensure your safety during extreme heat. For Cooling Center locations, heat safety tips, and more, scan the QR code.



WILDFIRE SAFETY

A wildfire is an unplanned, uncontrolled fire that spreads through vegetation. While often associated with remote wilderness areas, wildfires can occur anywhere—including neighborhoods and developed areas.

In Florida, wildfires are a year-round threat, but peak activity typically occurs between January and June. Although some wildfires are caused by lightning, most are the result of human activity.

How to Protect Your Home from Wildfires:

- Create a defensible space by clearing at least 30 feet around your home of anything flammable, including dry leaves and brush.
- Clean your roof and gutters regularly to remove dry debris.
- Mow grass and trim vegetation frequently to prevent buildup of dry fuel.
- Thin tree canopies to create 10 to 15 feet of space between branches and reduce fire spread.
- Follow Duval County's year-round burn ban and avoid outdoor burning unless authorized.

EXTREME COLD

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 27° F for at least two hours.

5 P'S OF COLD WEATHER PREPAREDNESS

Protect Plants

Cover cold-sensitive plants to protect them from dangerous temperatures.

Protect Pets

Bring outdoor pets inside or provide a warm shelter for them.

Practice Fire Safety

Use safe heating sources indoors. Do not use fuel-burning devices such as grills; they release deadly carbon monoxide.

Protect People

Dress in warm layers and wear a hat and gloves.

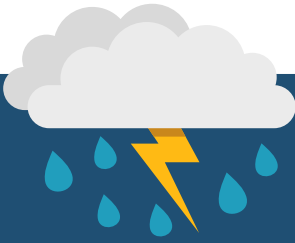
Protect Pipes

Cover pipes and allow outdoor faucets to slowly drip to prevent them from freezing and breaking.



SEVERE WEATHER

THUNDERSTORMS AND LIGHTNING



Thunderstorms are common in Duval County, especially from late spring through early fall. All thunderstorms produce lightning, and Florida consistently leads the nation in lightning-related injuries—with more than 2,000 incidents reported over the past 50 years.



But lightning isn't the only danger. Thunderstorms can also bring:

- Flash flooding that quickly inundates roads and low-lying areas
- Strong winds capable of damaging trees, power lines, and buildings
- Tornadoes that can develop quickly with little warning
- Hail that can damage vehicles, roofs, and vegetation

WHAT TO DO DURING A THUNDERSTORM

- Get indoors immediately. A sturdy building is the safest place. Avoid open structures like picnic shelters or sheds.
- Avoid contact with anything that conducts electricity, such as corded phones, appliances, or plumbing.
- Stay away from windows and do not take shelter under trees.
- Move away from water, including beaches, pools, lakes, and rivers.
- Avoid open fields and hilltops, which are more prone to lightning strikes.



When thunder roars, go indoors! If you can hear thunder, you are close enough to be struck by lightning.

TORNADOES

A tornado is a fast-moving column of air that spins down from a thunderstorm and touches the ground. It can happen suddenly and may bring strong winds, lightning, and hail. Some tornadoes are brief and small, while others can be wide and cause serious damage.

PROTECT YOURSELF DURING A TORNADO

- Have multiple ways to receive warnings and alerts (see page 6).
- Monitor local weather reports or a NOAA Weather Radio.
- Go to the innermost hallway, bathroom, or closet on the lowest floor of your home.
- Stay away from windows and exterior walls.
- Do not try to outrun a tornado in a vehicle. Leave the car and seek sturdy shelter.
- If you live in a mobile or manufactured home, go to a more secure building immediately.
- Remain in your shelter location until officials confirm the threat has passed.



TORNADO ALERTS

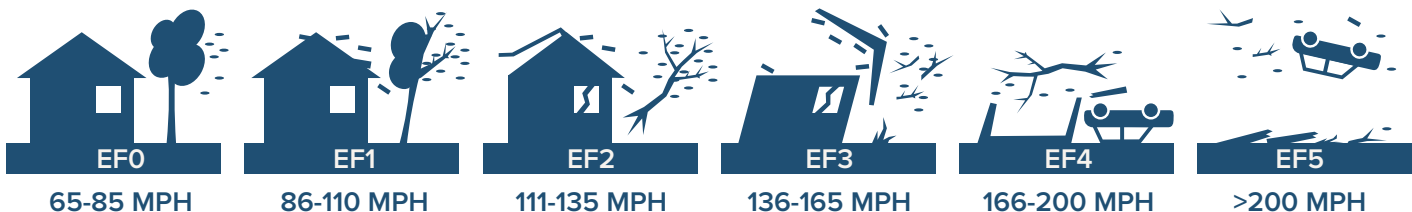
TORNADO WATCH

BE AWARE: Conditions are right for a tornado to form. Make sure you have a way to receive weather alerts and know your safe space.

TORNADO WARNING

TAKE ACTION: A tornado has been spotted in your area or indicated by weather radar. Take shelter immediately in your safe space.

ENHANCED FUJITA SCALE



SEVERE WEATHER

FLOODING

Flooding is the most common natural disaster in the U.S. In Duval County, the risk is year-round due to our low elevation, the St. Johns River, and a network of creeks and canals. Even storms that don't directly hit our area can bring major flooding.

The St. Johns River flows north into the Atlantic. When a storm pushes water up the river from the ocean, it slows down drainage. Combine that with heavy rain and high tide, and flooding can spread quickly.



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 power lines
- ◆ Floodwater can contain debris, sharp objects, sewage, and bacteria
- ◆ Floodwater can hide holes or other hazards under its surface

URBAN FLOODING

Urban flooding occurs when stormwater overwhelms the local drainage system. This happens more often during intense or prolonged rainfall, when the ground becomes saturated and the system can't drain water fast enough. You can help reduce this risk by keeping storm drains clear of grass clippings, leaves, mulch, and other debris.

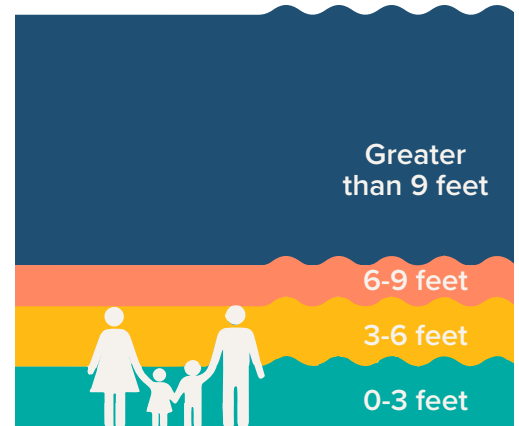
STORM SURGE

Storm surge is the abnormal rise of water generated by a storm, over and above the predicted high tide. It's one of the most dangerous parts of a hurricane and can flood areas quickly. Even those far from the coast.

Why it's dangerous:

- Water levels can rise more than 15 feet
- Flooding can happen in minutes, often with little warning
- Roads become impassable and buildings can be severely damaged
- Evacuation routes may be cut off
- Water may not recede for hours or even days

**Most hurricane-related deaths are caused by water, not wind.
Always take storm surge warnings seriously and evacuate if directed.**



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

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.

HURRICANES AND TROPICAL STORMS

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

Tropical storms and hurricanes pose some of the greatest threats to Duval County. The Atlantic hurricane season runs from June 1 through November 30, with the highest activity typically from mid-August to late October. However, storms can form at any time of year. Understanding the different types of tropical cyclones and preparing early can help reduce your risk and keep your family safe.

HOW TO READ THE SAFFIR-SIMPSON WIND SCALE

Category 1-5



STORM CATEGORY

WIND SPEED

DAMAGE



74-95 mph

Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled.



96-110 mph

Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads.



111-129 mph

Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads.



130-156 mph

Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles downed.



157 mph or higher

A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas.



The Saffir-Simpson scale is based on a hurricane's maximum sustained wind speed, and does not take into account other hazards like flooding and tornadoes.

TROPICAL WEATHER ALERTS

TROPICAL WEATHER WATCH

BE AWARE: Tropical Storm or Hurricane conditions are possible within 48 hours in the Watch area. Monitor alerts, check your emergency supplies, and gather any items you may need if you lose power.

TROPICAL WEATHER WARNING

TAKE ACTION: Tropical Storm or Hurricane conditions are expected within 36 hours in the Warning area. During a Warning, complete your storm preparations and leave the area if directed to do so by officials.

HURRICANES

BEFORE A STORM

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, like Duval County.

Below are some things you can do to address these hazards:

PROTECT YOUR PROPERTY

FLOOD & STORM SURGE

- Keep gutters and drains free of debris
- Stockpile emergency protective materials
- 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



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 deadbolt with one-inch minimum bolt on all exterior doors
- Consider a hurricane-resistant or reinforced garage door

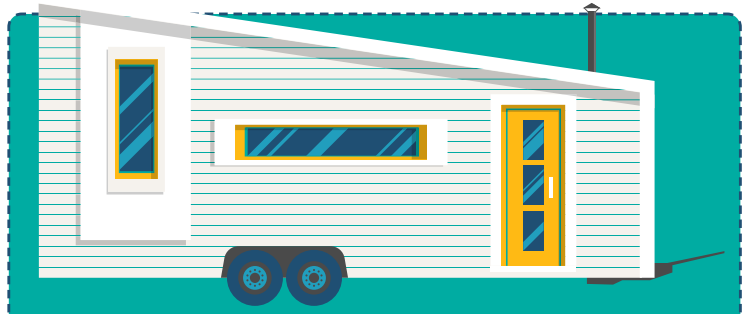
HOME SAFETY

Take the time now to consider the impact that tropical-storm force winds will have on your home. Below are some things to consider when making preparations. Consult a qualified professional or licensed contractor if you have questions or concerns.



THINGS TO KNOW

- When was your home built?
- Is your home located in an evacuation or flood zone?
- How many stories is your home?
- How strong are your walls?
- What kind of roof do you have?



MANUFACTURED & MOBILE HOMES

- Anchors are required per Florida Law.
- Check tie-downs at least once a year. Review Florida Administrative Code 15C-1 for tie-down requirements.
- No matter how good your tie-downs are, evacuating is the best plan to save your life.
- Don't forget that utility/storage sheds, carports, and other vulnerable structures need to be secured.

WHEN A STORM IS EXPECTED



Review your family emergency plan



Check for weather updates regularly on your TV, radio, or online



Bring loose, lightweight objects indoors, such as patio furniture and garbage cans



Purchase supplies to board-up windows if you do not have storm shutters



Refill prescription medications



Trim or remove trees that are close enough to fall and cause damage to your home or property



Anchor objects that are unsafe to bring indoors



Gas and service your vehicles

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, please do the following:

- Eat and shower first, if you can
- Remember to bring your essentials: food, pillows, and bedding
- Don't bring valuables, they can't be secured
- Understand the shelter health and safety rules
- No smoking or alcohol is allowed
- Children must be supervised at all times

Do not go to a shelter until it has been announced that it is open.

ANNOUNCEMENTS

Not all shelters will open. Check JaxReady.com, the JaxReady app, and local news outlets for a current list of openings.

ARRIVALS

Register with shelter staff and check out before you leave. Be considerate of others.

PREPARATIONS

Bring your emergency supply kit with you. Only basic necessities are provided.

TYPES OF SHELTERS

GENERAL POPULATION



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

PET FRIENDLY



Pet-friendly shelters accommodate evacuees and their household pets, such as dogs, cats, birds, and rabbits.

SPECIAL MEDICAL NEEDS



Managed by the Florida Department of Health in Duval County, Special Medical Needs shelters offer backup power and medical supervision for evacuees with health conditions that require basic care during a disaster.

WHAT SHOULD YOU BRING TO A SHELTER

- Air mattress, blankets, pillows, or other bedding
- Food, water, and medication
- Important papers
- Your emergency supply kit (see page 3)



SPECIAL MEDICAL NEEDS REGISTRY

If you need to go to a Special Medical Needs Shelter, below are some 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

Visit JaxReady.com/specialmedicalneeds to register online or call 904-255-3172 for assistance.

Scan the QR code or visit JaxReady.com to enroll in the Special Medical Needs Registry. To remain active, enrollment must be renewed each year.



SHELTER HEALTH & SAFETY RULES

- Treat everyone with respect
- Respect all health and safety protocols—they protect everyone
- Sanitize your belongings regularly (electronics, toys)
- Avoid touching high-touch surfaces, such as handrails, as much as possible. Regularly wash your hands with soap and water for 20 seconds
- No illegal weapons, drugs, alcohol, or smoking
- Place all tissues and waste items into trash bins
- Comply with health checks at entry and while in the shelter
- If you feel ill, see a staff member immediately
- The shelter is subject to quarantine by public health officials

HURRICANES

DURING A STORM

When a hurricane or tropical storm is impacting Duval County, your top priority is to stay inside and stay protected.

Follow these steps to keep yourself and your family safe:

SHELTER IN A SAFE SPACE

- Move to a small, windowless interior room on the lowest level of your home (like a hallway, bathroom, or closet).
- Stay away from windows, skylights, and glass doors, even if they're boarded up.
- Bring pets and emergency supplies into your safe space with you.

STAY INFORMED WISELY

- Use a battery-powered NOAA weather radio, portable charger, or hand-crank device to monitor official updates.
- Conserve phone battery by turning on low-power mode and limiting use.

DON'T BE FOOLED BY THE EYE

- If the eye of the storm passes over your location, weather conditions may briefly improve. **Do not go outside.** Dangerous winds will return quickly and without warning from the opposite direction.

REMAIN INDOORS

- Stay inside until Duval County officials confirm the storm has passed and it is safe to leave.
- Be alert to changing conditions such as tornado warnings, flash flooding, or power outages.

Emergency services may be unavailable during the height of the storm. Your preparedness and safe decisions can make all the difference.



AFTER A STORM

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 power lines and trees. Only drive if necessary.



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



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.



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.



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



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

STAY HEALTHY

- **CLEAN AND DISINFECT** everything that got wet by floodwaters. They 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.** Place a coin on top of a cup of frozen water before a storm. If the coin is still on top after power is restored, your food likely stayed frozen. If the coin sank, your freezer may have thawed. **When in doubt, throw it out.**

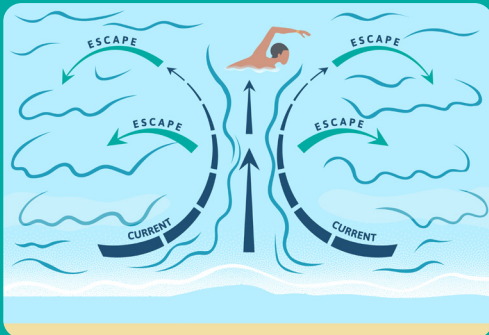
POST-STORM CLEAN UP

- **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.

WATER SAFETY

Whether you're at the beach, by the pool, or out on the boat, water activities are a big part of life in Jacksonville. But accidents can happen quickly. Follow these simple guidelines to stay safe around water:

BEACH SAFETY



- Never swim alone
- Always swim in front of a lifeguard
- Never underestimate the ocean's strength
- Never swim during a thunderstorm



Absence of flags does not assure safe waters.

BEACH WARNING FLAGS

- Water Closed**
Water activity is prohibited.
- High Hazard**
Dangerous ocean conditions.
- Moderate Hazard**
Surf and Rip Currents are present
- Calm Conditions**
- Stinging Marine Conditions**
Man O' War, Jellyfish, Stingrays

IF CAUGHT IN A RIP CURRENT

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

Subscribe to ALERTJAX's Beach and Ocean Safety notifications! Text DUVALBEACH to 888-777.



POOL SAFETY

- Always swim with a buddy; do not allow anyone to swim alone.
- Never leave a child unattended near a pool. There is no substitute for adult supervision.
- Designate a "Water Watcher" to maintain constant watch over children in the pool during gatherings.
- Learn CPR and rescue breathing.
- Do not use flotation devices as a substitute for supervision.
- If a child is missing, always check the pool first. Seconds count!

- Remove toys from in and around the pool when not in use.
- Instruct babysitters about potential pool hazards, and emphasize the need for constant supervision.
- Keep a phone at poolside so that you never have to leave the pool to answer the phone and can call for help if needed.
- Only use proper and approved flotation devices. Do not confuse proper and approved flotation devices with toys.



When children in your care are near water, be near them. Drownings are a leading cause of injury or death for young children ages 1 to 14. Parents and caregivers play a crucial role in protecting those in their care.

BOAT SAFETY

Make sure your vessel is stocked with the following important safety items at all times.



Life jackets for everyone on board



Fire extinguisher



A noise producing device



Visual distress signal



Type IV throwable personal flotation device

Let someone know where you're going, who's with you, and when you plan to return. This simple step can save lives in an emergency.



FIRE SAFETY

PREPARE YOUR FAMILY AND HOME

Whether it's a small kitchen fire or a large house fire, being prepared can save lives. When every second counts, knowing what to do can help protect you, your loved ones, and your home. Follow these essential steps to reduce your risk and stay ready in case of a fire:

-  Install smoke and carbon monoxide alarms on every level of your home and test them at least every six months.
-  Make sure everyone in your home knows how to use the fire extinguisher and knows where it is located.
-  Double-check that all appliances are shut off after use and never leave food unattended on the stove.
-  Identify and practice escape routes from each room in your home several times per year.
-  Designate a rallying point to meet in the event of a house fire.
-  Don't forget to include your pets in your plans!

911

TALK TO YOUR CHILDREN ABOUT FIRE SAFETY

- Teach your children how and when to call 911.
- Make sure they know your family meeting place.
- Make sure they know the sound of your smoke alarm.

LITHIUM BATTERY SAFETY

Lithium-ion batteries power many portable consumer electronics and electric vehicles. In normal applications, these batteries are safe, but if damaged or overheated, they can cause fires. Use the following safety precautions:

- Don't use off brand products
- Follow manufacturer's guidelines on charging
- Keep away from hot surfaces and flammable materials
- Provide airflow (example: don't wrap in a blanket or under pillow)
- Don't use cords that show damage
- Look for UL certified products
- If it feels hot to the touch, stop using or charging immediately
- Call 9-1-1 if you see smoke or flames

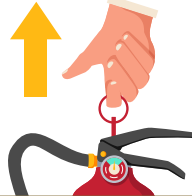


PRACTICE P.A.S.S.

Use a portable fire extinguisher only when:

- The fire is small and not spreading (like a trashcan fire)
- Everyone has safely exited the building
- The fire department has been or is being called
- The room is not filled with smoke

1. Pull the pin



2. Aim the nozzle



3. Squeeze the lever



4. Sweep side to side

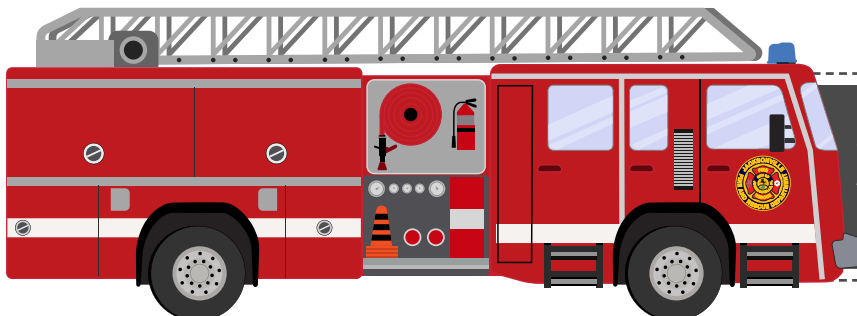


SMOKE ALARM PROGRAM

The Jacksonville Fire and Rescue Department will provide and install a free smoke alarm for any qualifying Jacksonville resident living in a single-family or two-family residence. The Department will also install replacement batteries in existing smoke alarm at no charge.

Smoke alarms help save lives by warning residents of a fire in time to escape.

For a free smoke alarm or to arrange to have the batteries in an existing device replaced, call 904-630-CITY (2489).



SCAN THE QR CODE OR VISIT
MYJFRD.COM TO LEARN
MORE FIRE SAFETY TIPS.



PERSONAL SAFETY

Staying prepared means more than storm readiness. It also means knowing how to protect yourself and others during unexpected threats. Whether it's an active shooter, suspicious activity, or online scams, staying alert and informed is key to staying safe.

ACTIVE SHOOTER

An active shooter situation can happen anywhere: schools, workplaces, or public spaces. Knowing how to respond can save lives. There are three main actions to help you survive an active shooter situation. You may not use RUN, HIDE, and FIGHT in that order. Choose the action that makes the most sense for your safety in the moment.



RUN

Get away if you can. Create distance between you and the shooter. Leave belongings behind.



HIDE

If escape isn't possible, find a secure hiding spot. Silence your phone and stay quiet. Block the entrance and lock the door.



FIGHT

As a last resort, fight to protect yourself using any objects available.

Call 911 as soon as you are able and follow instructions of law enforcement. Render aid to yourself first then others.



SUSPICIOUS ACTIVITY & TERRORISM

If you see something that feels wrong, say something. Awareness is one of the strongest tools for preventing acts of violence or terrorism. Report suspicious behavior like:



Expressed or implied threats against individuals, facilities, or the public



Testing or probing of security measures, such as triggering alarms or asking unusual questions



Unusual photography or surveillance of buildings, access points, or infrastructure



Breach or attempted intrusion into restricted or secure areas

To report suspicious activity, contact local law enforcement or call 1-855-FLA-SAFE (352-7233).



CYBERSECURITY

Protecting yourself online is just as important as staying safe in public. Use the tips below to stay safe online:



Use strong, unique passwords and avoid reusing them across accounts.



Turn on multifactor authentication (MFA) wherever it's available.



Recognize and report phishing attempts. Don't click suspicious links or attachments.



Keep your software up to date to protect against security vulnerabilities.

Report cybercrime to the FBI's Internet Crime Complaint Center at [ic3.gov](https://www.ic3.gov).



BASIC FIRST AID

Accidents and medical emergencies can happen anytime, anywhere. Knowing how to respond in the first few moments can make a life-saving difference. You don't need to be a medical expert. Just staying calm, calling for help, and offering basic care until professionals arrive can help protect lives and reduce further injury.

ASSESS THE SCENE

Make sure the area is safe for you and the injured person before providing help.

CALL FOR HELP

Dial 911 immediately or direct someone nearby to call and provide location details.

GIVE BASIC FIRST AID

Provide care only if it is safe to do so, help them stay calm, and avoid moving them unless necessary.

CPR



If someone is unresponsive and not breathing normally:

- Call 911 and lay the person on their back on a flat surface.
- Begin hands-only CPR with (100-120 compressions per minute).
- Continue until help arrives or the person becomes responsive.

Consider getting CPR certified through the American Red Cross or American Heart Association.

Choking



If someone is choking and cannot cough, speak, or breathe:

- Stand behind them and give abdominal thrusts (Heimlich maneuver) until the object is dislodged.
- For infants under 1 year, give 5 back blows followed by 5 chest thrusts.
- If the person can still cough, encourage them to continue. They may clear the blockage on their own.
- If the person become unresponsive, begin CPR and call 911 immediately.

Bleeding



If someone is bleeding heavily and the wound isn't stopping with light pressure, act quickly to control the bleeding and prevent shock:

- Call 911 and apply firm, direct pressure with a clean cloth or bandage.
- If possible, elevate the injured area while maintaining pressure.
- If bleeding continues, apply a tourniquet 2-3 inches above the wound (never on a joint) and tighten until bleeding stops.

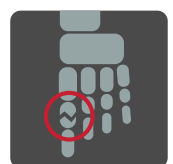
Burns



If someone has been exposed to heat, flame, chemicals, or electricity and has visible skin damage, begin cooling the area immediately:

- Cool the area with clean, cool (not cold) water for 10 minutes.
- Cover the burn with a clean, dry cloth or non-stick bandage. Do not apply ointments, butter, or ice.
- Call 911 for serious burns, especially those on the face, hands, feet, or groin, or if the burn is large or deep.

Fractures



If someone has pain, swelling, or an obvious deformity after a fall or injury, treat it as a possible broken bone and keep the area still:

- Do not try to straighten the limb.
- Immobilize the injury with a splint or folded cloth.
- Apply ice packs to reduce swelling.
- Keep the person calm and call 911 if needed.

COMMUNITY RESOURCES

INFORMATION & REFERRAL HOTLINES

City Customer Service



City of Jacksonville Emergency Preparedness Division

(904) 255-3110

JaxReady.com

United Way (211)

FREE Helpline: 2-1-1

(904) 632-0600

nefl211.org or

unitedwaynefl.org

FOOD & SHELTER

American Red Cross

(800) 733-2767

(904) 358-8091

redcross.org

(Shelter Information)

Feeding Northeast Florida

feedingnefl.org

(904) 513-1333

(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.

VOLUNTEER OPPORTUNITIES

If you are an organization or group with volunteer interests, email United Way of Northeast Florida at volunteer@uwnefl.org. For individual volunteer opportunities, please visit unitedwaynefl.org/volunteer.

MENTAL & BEHAVIORAL HEALTH SUPPORT

Disaster Distress Helpline

(800) 985-5990 (call or text)

Florida Blue 24-Hour Helpline

(833) 848-1762

Behavioral Health Treatment Directory

(800) 662-HELP (4357)

Or visit FindTreatment.gov

FEDERAL EMERGENCY MANAGEMENT AGENCY

FEMA

(800) 621-FEMA (3362)

(800) 462-7585 (TTY)

fema.gov

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

SPECIAL ASSISTANCE

REVAMP DUVAL

R.E.V.A.M.P. Duval is intended for individuals with cognitive, memory, or sensory impairments, such as Alzheimer's and Autism. These individuals may be at risk for wandering off and require assistance from emergency responders to be returned safely home.

(904) 255-3172

JaxReady.com/REVAMP



UTILITIES

JEA

(800) 683-5542

(904) 665-6000

jea.com

FPL

(800) 468-8243

fpl.com

CABLE TV & PHONE

Xfinity

(800) 934-6489

AT&T

(800) 288-2020

City of Jacksonville
117 W. Duval St.
Jacksonville, FL 32202



DON'T MISS WHAT MATTERS

Take a moment to complete our six question survey and tell us the best way we can connect. Your input helps us deliver information when and where it matters most.

Scan the QR code or visit [JaxReady.com](https://www.jaxready.com) to take the survey.

