



STORM FAQs

LENNY CURRY, MAYOR

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FREQUENTLY ASKED QUESTIONS – Updated Oct. 8, 2016 at 6 p.m.

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. Jacksonville remains in a state of emergency.

What is the status of the evacuation orders?

Evacuation orders enacted on Wednesday for zones A, B, and C were lifted today.

Are shelters still open?

Three shelters currently remain are open. Additional closures will be determined based on needs and consolidation.

- The Legends Center (5130 Soutel Dr. – 32208)
- Atlantic Coast High School (9735 R. G. Skinner Parkway – 32256)
- Twin Lakes Elementary School (8000 Point Meadows Dr. – 32256)
- **CLOSED -Chimney Lakes Elementary School**
- **CLOSED -Landmark Middle School**
- **CLOSED - Mandarin Middle School**
- **CLOSED - Oceanway Elementary School**

Shelter residents must bring their own food, water and bedding.

My power/water is out? What do I need to do?

More than 1,400 JEA employees are working to restore power. Electrical outages and service issues can be reported to JEA at (904) 665-6000 or online at JEA.com. Customers who would like to learn more about the restoration process can visit jea.com/restoration.

Customers can text REG to MyJEA (69532) to register to notify JEA of an outage. They can also go to jea.com/alerts to sign up. With this, citizens experiencing outages can text OUT to MYJEA.

Since the storm has passed and emergency needs are reduced please call 911 to report downed power lines.

There is NO county-wide Boil Water Advisory in effect for JEA water. However, anyone who has been without water as a result of the storm are encouraged to boil their water, in an abundance of caution.

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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 4-way stops.

Are the bridges open?

All Duval County bridges are currently open.

When will schools reopen?

- Duval County Public Schools will provide school openings on Sunday (10/9) afternoon.
- FSCJ is assessing campuses and will provide an update by Sunday.
- Jacksonville University will resume classes Tuesday (10/11) unless circumstances require a schedule change.
- Edward Waters College will resume classes Monday (10/10) unless otherwise notified.

When will libraries reopen?

Libraries will return to normal operations Sunday, October 9.

When will garbage/recycling collection resume?

Waste collection originally scheduled for Friday, October 7, will occur on Sunday, October 9. Garbage and recycling collection will resume a normal schedule on Monday, October 10. It is critical to the collection effort that yard waste and wood debris, such as branches and limbs, remain separate from construction debris and other household waste. Please place debris at the curb and at least three feet away from utility boxes and poles, mailboxes, fire hydrants and other impediments. Do not place materials under trees.

- Regularly scheduled yard waste collection will be limited to bagged and containerized waste, and the five cubic yard limit will remain in effect.
- Loose debris will be collected separately by storm recovery crews. There is no volume limit on loose debris. As a result, residents should leave debris loose and piled by the curb, even that which would ordinarily be containerized.

Will the City increase spraying for mosquitoes?

With such high surge levels causing flooding and standing water, there may be an increase in mosquitoes. Mosquitoes breed by laying eggs in and near standing water. Below are a few tips to help prevent mosquito-borne illnesses:

- Remove or turn over any outside items that can hold water (toys, bins, pet dishes, etc.)
- Drain and empty all containers with standing water.

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- Repair broken screens on windows, doors, porches and patios.
- Dress appropriately for outdoor conditions (long sleeves, pants, shoes and socks) and use EPA registered mosquito repellents that contain either DEET, IR3535, Picaridin or Oil of Lemon Eucalyptus.

The City's Mosquito Control division conducts spray operations daily. Citizens are advised to alert the City to any specific areas of concern that the Control Division will address. They can request mosquito spraying by calling 630-CITY, visiting 630CITY.coj.net, or emailing 630CITY@coj.net.

What happened to the colorful storm surge markers that were located throughout the city?

The 35 markers were removed after new storm surge data was released in 2015 that made the information on the markers outdated.

How can I volunteer during storm relief efforts?

The American Red Cross is coordinating local volunteer and humanitarian efforts. Please visit redcross.org and click the "Volunteer" link to register to be a volunteer. You can also call (904) 798-9202 to learn about local volunteer opportunities.

What do I need to know about safety post storm?

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° F for more than two hours.
- Always discard any items in the refrigerator that have come into contact with raw meat juices.

The information above, and a guide of foods to keep and discard, can be reviewed here:

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:

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- 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

Wear gloves properly:

- Wash hands and put on new gloves before handling food
- Never re-use or wash gloves
- Change gloves once they become soiled or discolored
- Change gloves when switching between raw and cooked foods
- Change gloves whenever hands become contaminated
- Always wash hands before changing into a new pair of gloves
- Remove gloves before eating, drinking, smoking, or taking out the garbage

Thaw foods in the refrigerator before cooking, serving:

- Keep cold foods at 41 degrees F or below

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

If your plumbing is functioning slowly or sluggishly, you should:

- Conserve water as much as possible; the less water used, the less sewage the septic tank must process or a sewer line needs to handle. Minimize use of your washing machine. Go to a laundromat. Rental of a portable toilet for a temporary period may be another option.
- Do not have the septic tank pumped. Exceptionally high water tables might crush a septic tank that was pumped dry. If the fundamental problem is high ground water, pumping the tank does nothing to solve that problem.
- If you cannot use your plumbing without creating a sanitary nuisance (i.e. without sewage being exposed), consider moving to a new location until conditions improve.
- Do not have the septic tank and drain field repaired until the ground has dried. Often systems are completely functional when dry conditions return. Any repair must be permitted and inspected by your county health department.

CARBON MONOXIDE SAFETY-

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

DOH-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. The CO alarms should be certified to the requirements of the latest safety standards for CO alarms (UL 2034, IAS 6-96, or CSA 6.19.01).
- Test your CO alarms frequently and replace dead batteries.

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- **REMEMBER:** you cannot see or smell CO and 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 DOH-Duval or visit [The Florida Department of Health](#) or [The Florida Division of Emergency Management](#).

FOR VISITORS:

Are hotel rooms available in Jacksonville?

Hotel availability is still extremely limited in Duval County. For those in need of accommodations, Visit Jacksonville recommends that people go to [VISIT FLORIDA's site](#) to get hotel availability. People can also use TripAdvisor, Expedia and other hotel booking engines to find hotel rooms.

IMPORTANT PHONE NUMBERS

City of Jacksonville - 904-630-CITY (2489)
Jacksonville Sheriff's Office - 904-630-0500
Florida Department of Transportation - 904-360-5457
JEA - 904-665-6000
Northeast Florida Red Cross - 904-358-8091
Jacksonville Transit Authority (JTA) - 904-630-3100
Traffic Information - 511
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
Duval County Public Schools - 904-390-2000
Jacksonville Public Library - 904- 630-1994

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>

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- 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>.

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