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FREQUENTLY ASKED QUESTIONS – Updated Oct. 6, 2016 at 11:49 a.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. City Council will convene to discuss the emergency declaration in the days ahead.

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 do to prepare for the storm?
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.

- 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.
- Low-lying and tidally-influenced areas should expect and prepare for flood conditions.
- Gas and service your vehicles.
- Charge your cell phones and mobile devices.
- 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.

For helpful tips on what to include in your emergency kit and emergency plans, download the Emergency Preparedness Guide at www.JaxReady.com.

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Are there evacuations?

Mayor Curry ordered the evacuation of the beaches communities and low-lying areas throughout the city that may experience heavy flooding. Residents living in Evacuation Zones A, B and C are strongly encouraged to evacuate. Evacuation zones can be viewed at http://www.coj.net/departments/fire-and-rescue/emergency-preparedness/get-prepared/evacuation-zones.aspx or on the JaxReady mobile app.

Does the City provide sandbags to prevent flooding?

Sandbags are not provided by the City. 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.

Will shelters be open?

Shelters are activated on an as-needed basis as conditions and needs warrant. The Legends Center (5130 Soutel Drive – 32208; pet friendly) opened at 7 p.m. Wednesday, Oct. 5. Three additional shelters opened today at 10 a.m. including Atlantic Coast High School (9735 R. G. Skinner Parkway – 32256; pet friendly), Twin Lakes Elementary School (8000 Point Meadows Dr. - 32256) and Landmark Middle School (101 Kernan Blvd. N. – 32225; pet friendly). Persons requiring special needs should contact 630-City for further information. Please note, a caregiver should accompany special needs citizens.

If additional shelters are opened, that information and available locations will be communicated via local media channels, social media, the City website (www.COJ.net) and the JaxReady mobile app. For more information, call 630-CITY (2489).

The needs of individuals and families seeking shelter support will vary. While some shelters may have food items, it is best to bring snacks to minimize food allergies, limited availability, and other issues.

> **Items for consideration include the following**
> - Photo Identification and important papers
> - Prescription medication
> - Water
> - Special dietary and baby food
> - Flashlight and batteries
> - Folding chair
> - Blanket or sleeping bag and pillows
> - Personal care items such as toothpaste/toothbrush
> - Change of clothing
> - Cash (safely secured)

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- Quiet games or reading material

Prohibited Items
- Weapons
- Alcoholic beverages
- Illegal drugs
- Reptiles and exotic animals

Special Needs Citizens
These citizens are encouraged to bring the following items:

- A caregiver should accompany special needs citizens
- Photo identification with current address
- Important papers
- All medications in original bottles
- Any required medical support equipment such as wheelchairs, walkers, oxygen, dressing, feeding equipment
- Name and phone number of the physician, home health agency or hospital where you receive care
- Special dietary needs
- Water AND Snacks
- Blanket(s) and pillow(s)
- Cash – safely secured
- Personal care items such as toothpaste/toothbrush
- Change of clothing

Permitted Pets
Below is the list of animals permitted at designated pet-friendly shelters. Each family is authorized to bring up to three pets which include:

- Dogs
- Cats
- Ferrets
- Pocket pets such as hamsters, gerbils and guinea pigs
- Rabbits
- Birds

NO REPTILES OR OTHER EXOTIC ANIMALS ARE ALLOWED IN SHELTERS.

All pets must have proof of vaccination and registration, be properly crated or caged and maintained by the owner. NO PETS MAY BE DROPPED OFF.

Although animals are kept separate from people, families must provide for their pets while at the shelter. The following supplies should be brought for each animal:

Pet Needs
- Medications
- Food and water
- Food and water dishes
- Plastic bags to dispose of waste
- Kitty Litter and pan for cats
- Current photo and id tags
- Vaccination records
- Pet beds, toys and grooming supplies
- Sturdy leashes, harnesses, muzzle(s) and pet carrier(s)
- Name and number of the animals' veterinarian

Where can I receive information about how to prepare for a hurricane?
The City has produced an Emergency Preparedness Guide that is free-of-charge and available at the following locations:
- Via download at JaxReady.com
- Jacksonville, Jacksonville Beach, Atlantic Beach, Neptune Beach Police Stations
- Jacksonville and Jacksonville Beach Fire Stations
- Jacksonville, Jacksonville Beach, Atlantic Beach, Neptune Beach City Hall buildings
- Jacksonville & Beaches Libraries
- Jacksonville & Beaches Tax Collector's Offices
- American Red Cross
- Lowe's
- Walgreens
- Waffle House
- Salvation Army
- Exit Realty locations

Citizens are also encouraged to stay informed and updated on storm progress via JaxReady.com, the JaxReady mobile app and local media channels.

Are schools closed?
Duval County Public Schools (DCPS) has advised that they are closing all schools Thursday, Oct. 6, and Friday, Oct. 7.

FSCJ campuses and centers will be closed until Monday, Oct. 10.

JU has canceled all University activities through Sunday, Oct. 9.

UNF has canceled all classes and activities scheduled for Thursday, Oct. 6, Friday, Oct. 7, and Saturday, Oct. 8.

Will government offices close?
Government offices and facilities will be closed Thursday, Oct. 6, and Friday, Oct. 7.

Will garbage and recycling collection remain on schedule?
All garbage and recycling collections have been canceled for Friday, Oct. 7. Collections will be rescheduled for Saturday, Oct. 8.

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 experience. They will be frightened as 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 gallon freezer 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.** We do not expect a major problem, but better you buy pet food now than have to wait in line later.
- **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.

Will the storm bring more mosquitoes?
With several inches of rain predicted to fall in our area, there is an increased risk of flooding and standing water. 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.
- 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.

Will City increase its spraying for mosquitoes?
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.

Who do I call if my lights are out?
Power outages are likely with this storm. 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.

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 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.

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.

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.

IMPORTANT PHONE NUMBERS
City of Jacksonville - 904-630-CITY (2489)
Jacksonville Sheriff's Office - 904-630-0500

STORM FAQs
LENNY CURRY, MAYOR

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

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 continental United States, serving approximately 850,000 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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