

JAX READY

Duval County Emergency Management

EMERGENCY PREPAREDNESS GUIDE **2014-2015**

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The Florida Times-Union
jacksonville.com



REMEMBERING HURRICANE DORA

STRIKE

50 YEARS LATER



Dear friends,

In an emergency, every second counts.

That's why it's important for everyone to invest the time now to plan ahead and prepare for a potential emergency – whether it's a storm, flood or fire. Planning what to do before a disaster strikes provides the best protection for you and your family.

We want to make it simple and easy for you to stay safe. Our 2014-2015 JaxReady Emergency Preparedness Guide offers the comprehensive information you need to be prepared. It's essential that you know what to do before, during and after an emergency.

We want you to stay safe year-round, but this information is especially relevant and timely during our hurricane season, which officially starts on June 1.

This year is notable because it marks the 50th anniversary of Hurricane Dora, the last hurricane to directly hit the coast of Northeast Florida. Fifty years is a long time, and memories can be short. People

sometimes say that our area is immune to hurricanes. While we have been very fortunate compared to other parts of Florida, we can't afford to be complacent or unprepared.

Please take the time now to plan ahead. Make a disaster plan for your family, including a communications plan. Put together an emergency supply kit. Learn about evacuation routes, designated shelters and emergency preparedness resources in the community. Find out where you can turn to for up-to-date emergency information.

As mayor of Jacksonville, I want all of our residents and businesses to be safe and resilient in case a disaster strikes. I hope you'll use the JaxReady Guide as a resource to help protect you and your family during hurricane season and throughout the year.

Sincerely,



Mayor Alvin Brown



This guide would not have been possible without the support of our media sponsors:



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American Red Cross



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Cover photo: Hurricane Dora's destruction near the foot of 10th Street in the City of Atlantic Beach (The Florida Times-Union Archives).



Hurricane Dora slammed ashore 50 years ago!

The eye made landfall late Sept. 9 and into early Sept. 10, 1964, and it was the last time the eye of a hurricane hit our area directly. St. Augustine and Vilano Beach are where the lowest pressure was recorded, but don't let that fool you. Dora was a large hurricane, and the Jacksonville metropolitan area felt its full effects. Although the winds were in the Category 1 and 2 levels at landfall, Dora was a large Category 3 while east of Florida. Dora's storm surge and widespread flooding overwhelmed our region's coast and the impact was felt well inland.

So here we are 50 years later and much has changed. Most notably, our community has grown. Our population has tripled since 1964! Science has also improved significantly. Consider that in 1964, forecasters originally thought Dora would only impact Bermuda. Days later, a hurricane watch was issued from Wilmington, N.C., to West Palm Beach, Fla. That was a very large area for a westward moving hurricane.

Although no hurricane is exactly the same, 50 years later, the hurricane watch would probably be about one third of that size. This is because the 72-hour forecast error has decreased from 500-plus miles to about 150, and the 24-hour forecast error has dropped from 150 miles to less than 50. Our building codes have improved significantly. Our newer

homes, schools and businesses can withstand more wind. However, more than 85 percent of people die not from the winds but from water, specifically the storm surge, which is still very difficult to forecast.

This is why even 50 years after Dora, you need to know if you are in a zone that can be flooded from a storm surge. If you are, you will be asked to evacuate. So...in 2014...**KNOW YOUR EVACUATION ZONE!** Pages 12 and 13 in this guide offer an overview.

If you don't need to evacuate, you will need the only live Doppler in town. Our 2 Minute Advantage enables us to track the worst of the squalls and even the eye wall of the hurricane's eye as it comes ashore. Tornadoes, severe thunderstorms, flooding rains and damaging winds are byproducts of hurricane activity. The First Coast News "2 Minute Advantage" is Jacksonville's **ONLY** live-Doppler radar. Hurricane season or not...at a minimum, two extra minutes of warning time can save lives. Trust Jacksonville's proven time and hurricane-tested expert weather team.

First Coast News storm coverage is also available by tuning into 99.1 WQIK, 97.9 KISS FM, VI01.5, 93.3 The Beat, 107.3 JACK FM and Sports Radio 930.

Fifty years after Dora and still....First for You....First Coast News...

Hazardous Forces of Nature

Flooding

Floods are one of the most common hazards, and they can happen with little warning. Some floods develop slowly, over long periods of rainfall; others develop quickly from heavy rain. Floods may occur when rivers and streams overrun their banks, or due to an accumulation of rainwater on saturated ground and paved surfaces. Occasionally, areas may flood due to debris-filled drainage ditches/sewers.

Flood risk is not just based on history, but also on rainfall, topography, flood-control measures, river-flow and tidal-surge conditions, and changes due to land development.

Driving in flooded roadways is dangerous. Flood waters are swift and powerful. More than half of all flood-related drownings occur when vehicles enter flooded roadways. When you see flooded roadways, remember: Turn Around, Don't Drown!

Most homeowners' insurance, even with a hurricane policy, does NOT cover flood damages. Contact the National Flood Insurance Program at (800) 767-4341 or www.floodsmart.gov for details.

Tropical Cyclones

A tropical cyclone is a rotating, organized system of clouds and thunderstorms that originates over tropical or subtropical waters and has a closed low-level circulation. There are four types of tropical storms:

Tropical Depression – Maximum sustained winds 38 mph or less.

Tropical Storm – Maximum sustained winds 39-73 mph.

Hurricane – (Category 1 & 2) Max. sustained winds of 74-110 mph.

Major Hurricane – (Cat. 3, 4, & 5) Sustained winds of 111 mph or higher.

The single-biggest cause of death from a tropical storm is the surge, which is the rapidly rising water levels. This rise in water level can cause extreme flooding in coastal areas, particularly when the surge is coupled with high tide.

Tornadoes

Tornadoes are nature's most violent storms. They extend from a thunderstorm to the ground with winds that can reach 300 mph. Damage paths from tornadoes can stretch for miles. While some tornadoes are clearly visible, others are obscured by rain or low-hanging clouds. Occasionally, tornadoes develop so rapidly that little, if any, advance warning is possible. Before a tornado strikes, the wind may die down and the air may become still.

Tornado danger signs include:

- Dark, often greenish sky.
- Hail.
- Loud roar, similar to a freight train.

Tornadoes may accompany tropical storms and hurricanes as they move onto land. While there is no prescribed tornado season, tornadoes do occur more frequently in the spring and summer months.

Wildfires

Wildfires are common throughout Florida and can spread quickly, igniting brush, trees, and homes. If an evacuation order is given for your area, you should leave immediately to protect yourself and your family. If you encounter smoke while driving, follow these tips:

- Slow down and turn on your low-beam headlights,
- If the smoke becomes so thick that you cannot see well enough to continue driving, pull off the roadway and stop. Turn on your emergency flashers.
- The space between your vehicle and the roadway should be sufficient so that you can safely exit the vehicle without obstructing traffic.
- Report the hazard to the nearest Florida Highway Patrol office so they may take steps to warn other motorists. Dial *FHP (*347) for the nearest Florida Highway Patrol office.

Watches & Warnings Defined

Tropical Storm Watch - Tropical storm conditions with sustained winds from 39-73 mph are possible in your area over the next 48 hours.

Tropical Storm Warning - Tropical storm conditions are expected in your area within the next 36 hours.

Hurricane Watch - Hurricane conditions (sustained winds greater than 73 mph) are possible in your area within 48 hours.

Hurricane Warning - Hurricane conditions are expected in your area in 36 hours or less.

Tornado Watch - Conditions are conducive to the development of tornadoes in and close to the watch area.

Tornado Warning - A tornado has been sighted by spotters or indicated on radar and is occurring or imminent in the warning area.

Severe Thunderstorm Watch - Conditions are conducive to the development of severe thunderstorms in and close to the watch area.

Severe Thunderstorm Warning - A severe thunderstorm has been observed by spotters or indicated on radar, and is occurring or imminent in the warning area.

Flood Watch - High flow or overflow water from a river is possible in the given time period. It can also apply to heavy runoff or drainage of water into low-lying areas. These watches are generally issued for flooding expected at least 6 hours after heavy rains have ended.

Flood Warning - Flooding is occurring or is imminent in the warning area.

Flash Flood Watch - Flash flooding is possible in or close to the watch area. Flash Flood Watches are generally issued for flooding that is expected to occur within six hours after heavy rains have ended.

Flash Flood Warning - Flash flooding is actually occurring or is imminent in the warning area. It can be issued as a result of torrential rains or a dam failure.

Coastal Flood Watch - The possibility exists for the inundation of land areas along the coast within the next 12 to 36 hours.

Coastal Flood Warning - Coastal areas are expected to become, or have become, inundated by sea water above the typical tide action.

Urban & Small Stream Advisory - Flooding of small streams, streets, and low-lying areas, such as railroad underpasses and urban storm drains, is occurring.

Stay Informed via Phone Alerts

Duval County Emergency Management offers two emergency notification systems to Duval County residents. The CodeRED notification system is used to call residents in the event of a potential or pending emergency. The system automatically contacts Duval County residents who have published residential phone numbers and those who have registered for the free service. CodeRED Weather Warning will deliver severe weather warnings affecting the area to telephones within seconds of being issued by the National Weather Service.



Unlike CodeRED, residents must subscribe to receive the up-to-the minute weather warnings from CodeRed Weather Warning. To register your Duval County cellular, unpublished residential or business phone numbers for CodeRED and CodeRED Weather Warning, visit JaxReady.com or call 630-CITY (2489). Residents outside Duval County should contact their local emergency management offices to learn if similar services exist.

When Electrical Power is Disrupted

Generator Safety

JEA recommends that you not use a generator unless you know how to use it safely. If you do use a generator, do so outside your home in a well-ventilated area. Fumes from a running generator can be deadly.

Electrical Safety

If you plan to evacuate, turn off the circuit breakers for the water heater, the power to your home at the main electrical panel, and your water at the home's main service valve.

If you rely on electricity to operate necessary medical equipment, make plans now to ensure your safety in the event of a power loss. You should also contact Duval County Emergency Management at (904) 255-3110.

Should your home or business sustain water or flood damage, consult a private electrician to determine if it is safe to restore power.

Call 911 immediately to report a downed electric line. **STAY AWAY** from all downed power lines because they may be energized. If you get too close to an energized power line, you risk being electrocuted – even without touching the wire.

JEA's Restoration Process

Our plan focuses on first returning power to the facilities that deliver power to the largest number of affected customers. First, we repair damage to JEA facilities that produce power and the lines that carry it from our plants. Then, we focus on restoring power to customers who provide essential services to your community – hospitals, police, and fire stations. Next, we repair damage that will return power to the most customers in the least amount of time. Once major repairs are done, we begin working to restore individuals and small groups of

customers. We then begin the process of going street by street, house by house to make final repairs to restore everyone's power.

Water and Sewer Safety

Stay away from any raw sewage and contact JEA at (904) 665-6000 to report sewer overflows. If boil water notices are declared in your area and you cannot boil water, use regular (not concentrated) bleach to purify water for drinking, as specified by the American Red Cross.

- Add 16 drops of liquid chlorine bleach per gallon of water, or eight drops per 2-liter bottle of water. Stir to mix. A sodium hypochlorite concentration of 5.25 to 6 percent should be the only active ingredient in the bleach. There should not be any added soap or fragrances.

- Let stand 30 minutes.

- If it smells of chlorine, you can use it. If it does not smell of chlorine, add 16 more drops of chlorine bleach per gallon of water (or eight drops per 2-liter bottle of water), let stand 30 minutes, and smell again. If it smells of

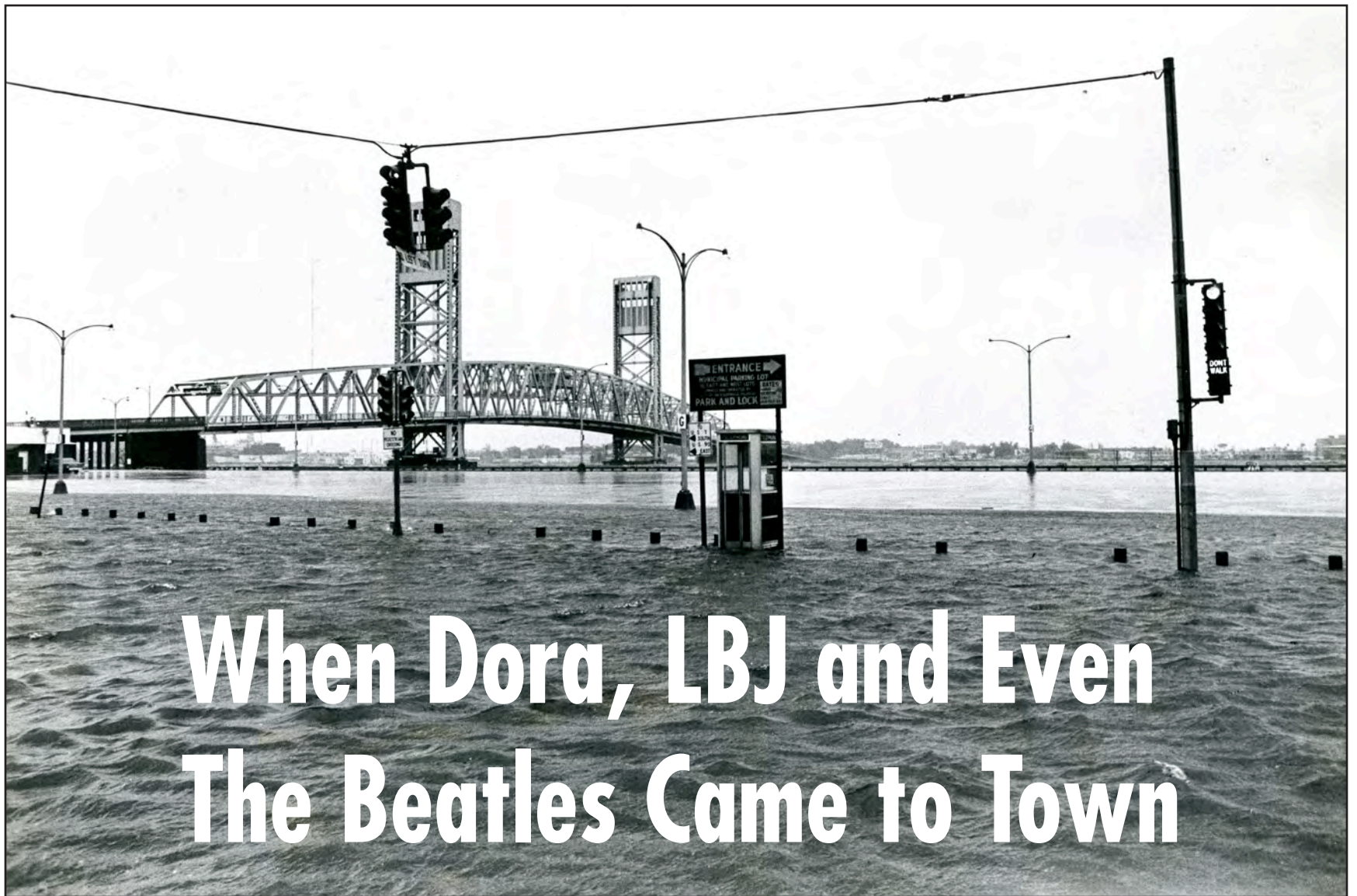
chlorine, you can use it. If it does not smell of chlorine, discard and find another source of water.

Continue to use bottled or disinfected water for drinking and cooking until JEA's water supply has been declared safe.

JEA Updates and Communications

JEA will communicate via jea.com, Twitter (@newsfromjea), Facebook (NewsFromJEA) and the media during any type of emergency. In the case of a hurricane, please refrain from calling during the brunt of the storm to report an outage. JEA crews and personnel will ride out the storm for safety purposes until danger has passed. Once our damage assessment is done and restoration begins, JEA will communicate via the channels listed above when calls to report outages can start.





When Dora, LBJ and Even The Beatles Came to Town

Hurricane Dora's effects included driving the St. Johns River beyond normal levels and over the riverfront bulkheads Downtown. The parking area in the above photo is now the site of The Jacksonville Landing.

Story by John W. Bracey

**Photos from The Florida Times-Union archives
Some research courtesy of the Jacksonville Historical Society**

Four of the biggest names in pop music soon would hit Jacksonville. President Lyndon B. Johnson would visit, too.

But 50 years ago this September, the biggest history maker was not the arrival of John, Paul, George and Ringo – a.k.a. The Beatles – or Air Force One. Instead, Hurricane Dora walloped Northeast Florida with harsh winds and flooding from the Beaches to Downtown. Across Duval County, Dora damaged and destroyed houses, toppled trees, and

downed telephone wires and electrical lines. Jacksonville's residents and local governments spent months clearing the widespread debris and repairing the destruction. By today's standards, Dora caused more than \$1.5 billion in damage just in Duval County.

Dora is much more than the last hurricane to directly impact the region's coast. A half-century later, the Category 2 storm remains a valuable lesson about why warnings, preparations and knowing when

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Hurricane Dora's storm surge and relentless waves overcame sections of the seawall in the City of Atlantic Beach as well as the oceanfront dining room of Le Chateau restaurant (above) between 7th and 8th streets. Immediate efforts to fill in the beach erosion involved dumping scrapped vehicles along the affected areas. Miles Bowers, a Jacksonville Fire and Rescue Department retiree, recalled being dispatched to the Beaches with outdoor lighting equipment to provide illumination overnight to wrecker crews positioning the junk vehicles atop the remaining sand. By early 1965, the U.S. Army Corps of Engineers rebuilt 6 miles of local seawall using large granite rocks at a cost of \$2 million, according to reports in *The Florida Times-Union*. Meanwhile, the Johansen family rebuilt their restaurant's dining room and operated Le Chateau until the 1980s.

to evacuate play crucial roles in weathering and recovering from a hurricane. "If a similar size and strength storm approached our region today along a similar path as Dora's did 50 years ago, then approximately 200,000 people in Duval County would be asked to evacuate based on our new zones," said Steven Woodard, director of Duval County Emergency Management.

Dora was the first hurricane on record to enter Northeast Florida from the Atlantic Ocean. In late August, Jacksonville residents had

already witnessed reports of Hurricane Cleo, another Category 2, that struck South Florida, causing widespread damage. But Dora's arrival in Jacksonville seemed improbable to locals who were conditioned by decades of threats but no direct strikes from hurricanes.

"People weren't expecting to get hit, and it was kind of surprising how much we got out of Dora," said Neptune Beach City Manager Jim Jarboe, who was a 22-year-old, hometown police officer in Neptune Beach when Dora was strengthening.

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After President Lyndon B. Johnson (holding reinforcing bar) toured Jacksonville Beach and surveyed Dora's damage, he declared a state of disaster and approved millions of dollars in federal aid. Florida Gov. Farris Bryant is to the president's right; Jacksonville Mayor Haydon Burns is between them.

In fact, Dora had become big and beastly by late Monday, Sept. 7. Positioned 490 miles east of Cape Canaveral, the storm was chugging at 13 mph on a west to west-northwest path. Its gale force winds spanned about 350 miles to the north and 150 southward. Near Dora's center, winds were 130 mph.

It was time to start preparing.

"It battered us for days before it hit," said Billy Howell, a longtime Beaches resident and former mayor of the City of Atlantic Beach. "It wasn't so much that people were afraid of a hurricane, they knew it was going to be a heck of an inconvenience. They knew we were going to lose electricity."

George Garcia III, then a 16-year-old lifeguard, got the call to help fortify the American Red Cross Life Saving Corps building in Jacksonville Beach. "I remember calling my parents and telling them I needed to come to the lifeguard station because of the hurricane," said Garcia.

"They said, 'Okay. Be careful.'"

Garcia's parents were not flippant about the threat, he said. They just didn't have a local precedent or access to this era's constant and detailed media reports with colorful and telling radar. So Garcia heeded their warning, paid 50 cents for the bus ride from his Panama Park neighborhood to the foot of Beach Boulevard in Jacksonville Beach, and then reported to the station. He and about a dozen other lifeguards

DORA'S NUMBERS

156,000 – Approximate number of customers of Jacksonville's electric department who lost power for several days.

2 Weeks – Would pass before power was fully restored city-wide.

44 Miles – Approximate length of the city utility's electrical wiring that Dora destroyed.

471 – How many power transmission poles toppled during the storm

28 – Ruined transformers during Dora.

7 Feet – Storm surge level above normal in Jacksonville Beach as Dora came ashore.

\$1.2 million – Estimated loss in anticipated revenue from the prolonged power outages.

19 percent – Portion of the county's phone customers who were out of service immediately after Dora passed.

20,000 – Approximate number of concertgoers who attended The Beatles concert in the Gator Bowl the day after Dora struck.

\$1.5 billion – Dora's Duval County damage estimate, adjusted for today's economy. In 1964, damages were about \$200 million.

20 Days – Dora's lifespan in her various forms, from a tropical disturbance off Africa's coast to a Category 3 hurricane in open waters until she weakened and faded in the North Atlantic Ocean.

spent Sept. 9, a rainy, windy Wednesday afternoon, building a sandbag barrier in front of their station.

Under darkness, Dora made landfall near Anastasia Island in the wee hours of Thursday, Sept. 10. The 100 mph winds and 12-foot storm surge dug deeper into the already widespread coastal erosion. To the north, Dora drove a surge 7 feet above normal across Jacksonville's Beaches.

It wasn't long before 1 to 2 feet of water covered the easternmost streets in the City of Jacksonville Beach. Strong winds also buckled the

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The Beatles played their only Jacksonville concert on Sept. 11, 1964, the day after Hurricane Dora hit. Her gusty winds were still present during the Fab Four's performance, forcing stage hands to secure Ringo Starr's drum kit. The high winds likely displaced the "W" in the "Welcome" signage visible on the left side of the stage drapery.

city's Ferris wheel. Along Duval's coast, the wave action either broke up parts of the seawall or undercut its lowest points, giving Dora free reign to wreak havoc on oceanfront structures and the sand bracing their foundations.

The oceanfront Le Chateau restaurant between 7th and 8th streets in Atlantic Beach, in its prime, met its match.

"The whole front was gone. The windows were broken, water was everywhere in the dining room, and stuff went out into the ocean," said Nina Johansen, who opened the restaurant with her husband, Preben, in the 1950s.

Ultimately, Dora destroyed dozens of oceanfront homes and damaged nearly 4,000 residences countywide, according to reports in The Florida Times-Union.

Having spent a turbulent night at a home near the beach, Garcia and his fellow lifeguards were eager to check on their station once the conditions improved. They would soon encounter not only flooded streets but also another group of guards who had been deployed to help.

"As we got close to the station, the [lifeguard] truck backfired due to moisture accumulation from the flooding and rain, and several National Guard troops ... swung their rifles around in our direction," fellow lifeguard David Jones recalled. "Fortunately, the situation did not get out of hand, and we preceded to the station which had been severely damaged."

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Seeking Shelter from Dora

Approximately 9,000 people relied upon 31 American Red Cross disaster shelters in Duval County before, during and just after Hurricane Dora, according to Jacksonville Historical Society archives.

More than 600 Red Cross volunteers – including nurses and doctors – staffed the shelters for nearly two days. Red Cross also served approximately 31,000 meals to refugees, the National Guard and crews that were busy repairing electrical and telephone lines.

Photo right: Among the 31 public schools serving as shelters was Duncan U. Fletcher High School, then in Jacksonville Beach.





The effects of Hurricane Dora's storm surge lingered in the easternmost streets in the Beaches community.

Inland, Dora drove the St. Johns River above its banks and man-made barriers, leading to evacuations in San Marco and along Heckscher Drive. The river also overflowed into Downtown parking areas, including the footprint of where The Jacksonville Landing now sits. In Mandarin, the historic Episcopal Church of Our Saviour fell victim to Dora's winds, which sent a large tree onto the church's roof.

Duval County's damage estimates approached \$200 million, which equates to \$1.5 billion in today's dollars. When President Johnson toured the Beaches community on Sept. 11, he promised and quickly delivered federal disaster aid. Eventually, our area received approximately \$8 million, according to reports in The Florida Times-Union.

Dora dropped about 6 inches of rain in Jacksonville before she moved west. Though the storm was more than 200 miles from Jacksonville at the time, her gusty winds lingered during The Beatles' concert on Sept. 11 for a crowd of 20,000 at the Gator Bowl.

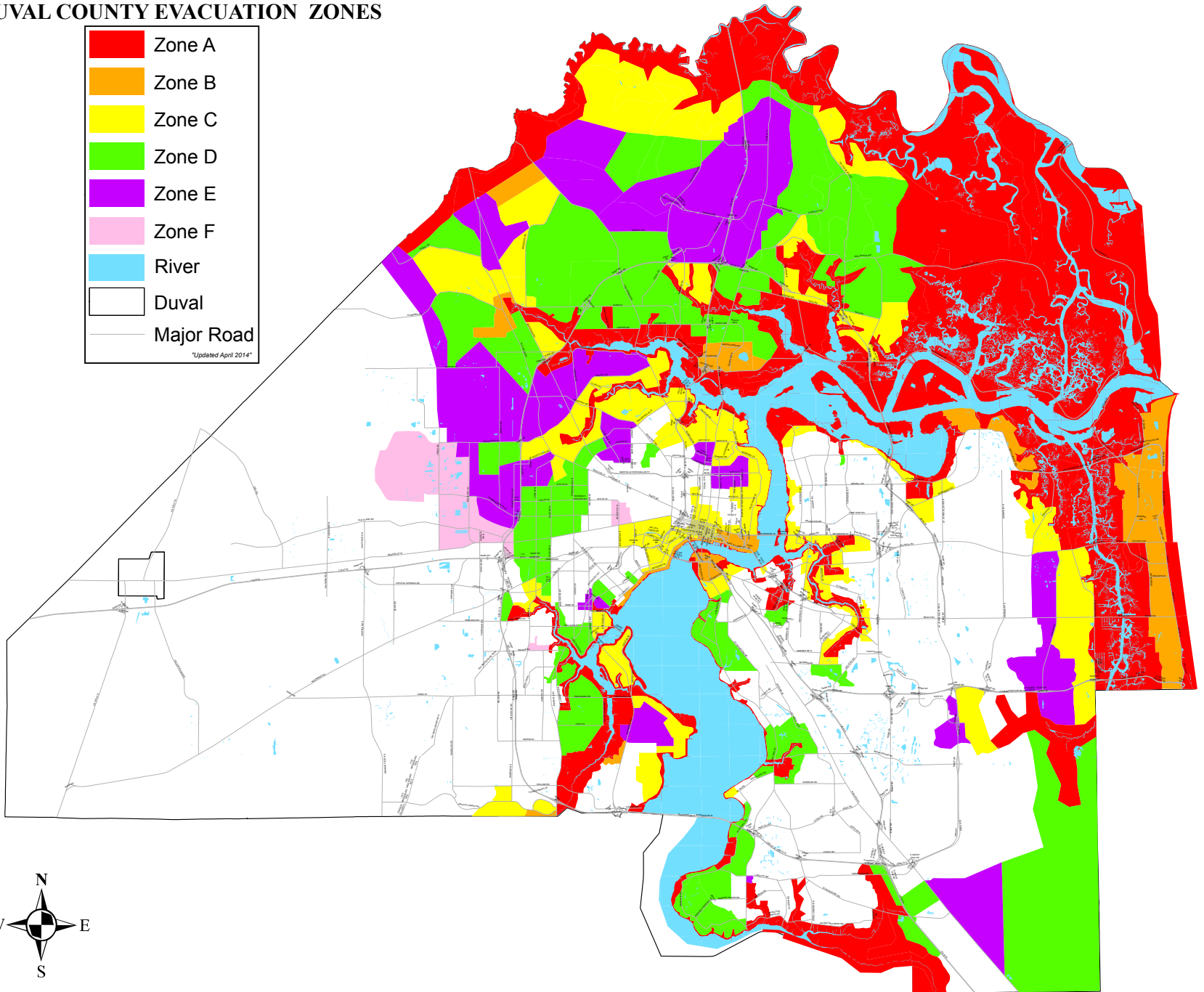
"I remember seeing Ringo's cymbal stands knocked over by the wind. A couple of guys came onto the stage, picked them back up and nailed down the stands," said Doug Bracey Jr., a Beaches resident who attended. "I doubt they'd have an outdoor concert now under those conditions."

Howell, the longtime Atlantic Beach resident, also has a practical perspective on hurricanes: "I tell my wife now when we see one coming, 'Let's get the heck out of here.'"

Know Your Evacuation Zone

Understand the Threat

DUVAL COUNTY EVACUATION ZONES



Changes in Duval's Evacuation Zones

A Message from the Director of Duval County Emergency Management

It was 50 years ago that Hurricane Dora hit the First Coast. It is important for us to remember that storms can impact our region and have done so in the past. This 2014-2015 JaxReady Emergency Preparedness Guide is an important tool that will help you plan for hurricanes and a variety of other natural and manmade hazards.

Our local emergency preparedness measures are always being improved and updated. This edition of the JaxReady Emergency Preparedness Guide includes a significant change in the statewide approach to evacuation zones. In the past, evacuation zones have been primarily based on the category of the approaching storm. New scientific data that includes other factors, such as wave action, precipitation, and areas known to flood, has allowed us to better define evacuation zones for Duval County. Effective this year, evacuation zones will be based on a lettering system, with A, B, C, D, E and F Zones.

Because of the unique interaction of river systems with the Atlantic Ocean, our evacuation zones are more complex than those in most counties. We have worked closely with the National Oceanographic and Atmospheric Administration, National Weather Service, North East Florida Regional Planning Council, and public safety experts to provide our community with the most up-to-date maps available. The countywide map is on the opposite page.

I encourage you to determine your zone on the map and make advance plans for you and your family. In the event of an approaching storm, we will work with the National Weather Service and other partners to provide you with specific information about which zones need to evacuate and make sure you have the best available informa-

tion about the possible effects of the storm in your specific area.

Being prepared as a community means being prepared as individuals. Being prepared also means having a plan, having an emergency preparedness kit, and staying informed. Remember, when a disaster strikes, it is also important to check on friends, neighbors, pets, and especially those persons who may have special needs.

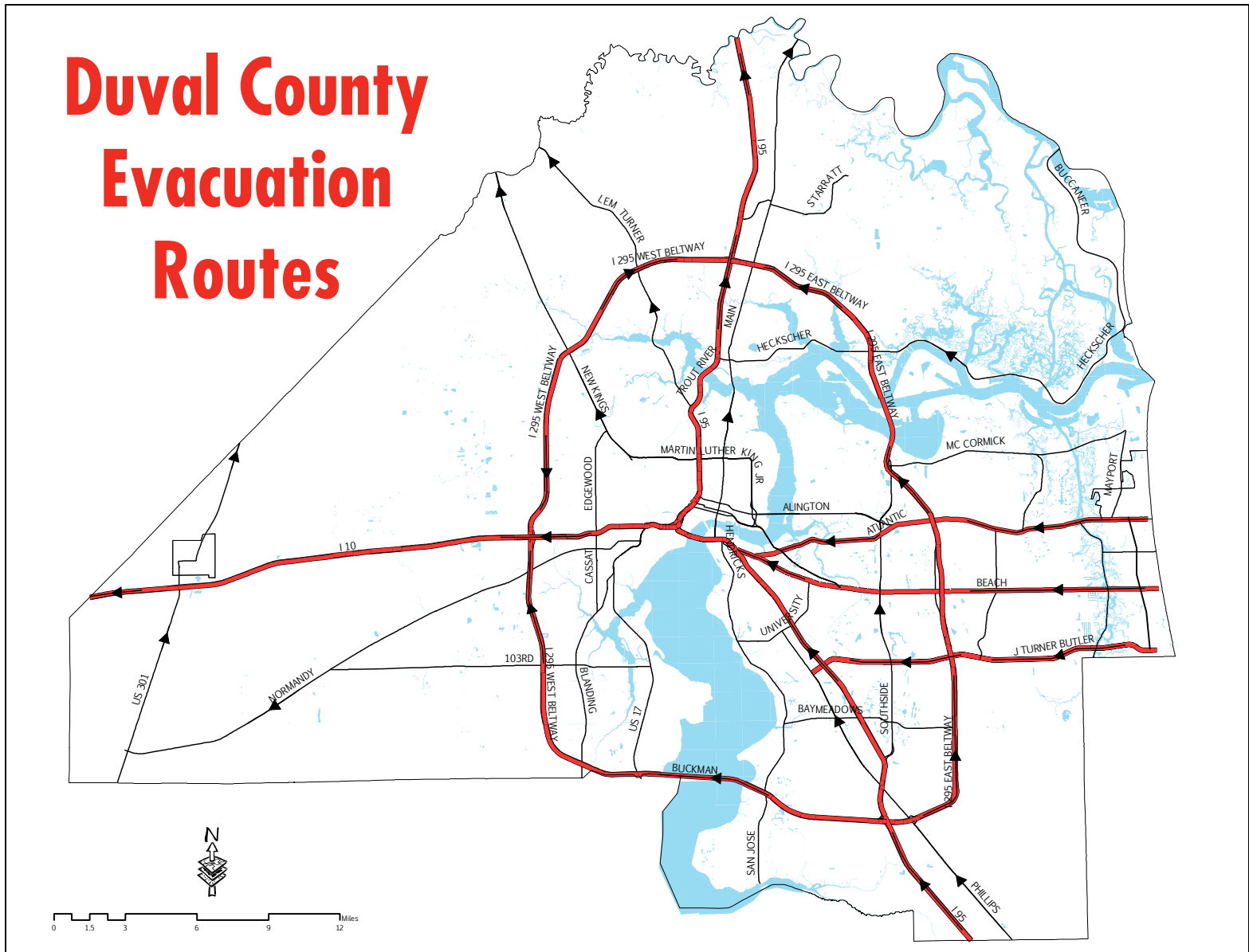
Jacksonville has a long and proud history of being prepared and resilient in the face of adversity. Today, just as they did in 1964, when Hurricane Dora struck our area, the team of local first responders; state, and federal agencies; faith-based and religious organizations; voluntary organizations; the private sector; the media; and our citizens stand ready to respond. Our community is at its best when we join together to help each other in times of need. That spirit is what makes the Jacksonville community great.

This hurricane season, don't just be ready, be JaxReady!



Steven Woodard
Director
Duval County Emergency Management

Duval County Evacuation Routes



Evacuations are a serious matter. Duval County has three major routes to travel west from the beaches, and two interstates that can be used to travel north or west to a safer location.

Non-residents and Visitors: Traffic will be routed from the southern point of entry into Duval County on I-95 North, onto I-295 North, and back onto I-95 North to exit the county.

Residents: Traffic will be routed westward from the beachfront communities on either J. Turner Butler Boulevard, Beach Boulevard, or Atlantic Boulevard. Traffic will then be routed westward through the Downtown area, to I-10 West until evacuees have entered a public shelter, reached a safe area in the county, or

departed the county. Other areas within the pre-designated evacuation zones generally travel through the Downtown area onto I-10 West until evacuees enter a shelter or depart Duval County.

Remember, plan ahead and be prepared to evacuate based on instructions from city officials. If an evacuation is ordered, have enough gas, and other essentials, such as maps, medicines, contact information, food, water, and items for your pets. Once you have decided to evacuate, leave early. If you need help evacuating, plan ahead and register with the city. Call (904) 255-3110 for more information about evacuation or assistance with special needs.

Florida Public Radio

Your Emergency Network Alert System

Disasters, both natural and man-made, have the potential to make devastating impacts on any part of our nation. From fires and earthquakes in the western states, tornadoes in the Midwest and South, and incidents including the Boston Marathon bombing and the terrorist attacks on 9/11, all of these disasters still haunt through powerful images of



In Jacksonville, Melissa Ross is host and producer of WJCT's daily call-in talk show, First Coast Connect. She and the WJCT staff will be on the air, keeping listeners up to date with the latest information and taking calls during emergency situations.

destruction and stories from survivors. Unfortunately, there are high-risk regions with a greater potential to experience natural disasters. For Florida residents, each June heralds the beginning of hurricane season and time to take precautions for one of the greatest natural disaster threats to our state.

Public radio has a long history of serving the millions of citizens and visitors throughout Florida during times of crisis, including severe weather threats. In 1999, the Florida Department of Transportation installed road signs along statewide evacuation routes designating Florida's public radio stations as the "go to" media outlets for the public to tune to for emergency management information.

Public radio in Florida offers a unified network of stations reaching 99 percent of the population. By strengthening its infrastructure, the Florida Public Radio Emergency Network (FPREN) will expand local coordination with emergency operations centers and adopt emerging technologies to improve the dissemination of vital information in times of crisis.

As a delivery medium, radio is of particular importance during an emergency. Media platforms including televisions, cell phones and internet access can be greatly disrupted in the event of a hurricane which typically disrupts electrical utilities. Also, cell and smart phones are vulnerable if cell towers are damaged or if there are limited means of charging batteries. When the power is out, people tend to return to the basics of getting information, and public radio as a trusted and reliable resource provides accessibility to much needed information.

Public service is the core of public radio's mission. The infrastructure and programming flexibility of public radio allows us to operate whenever necessary: before, during and after an event for as long as needed to provide critical information to the citizens of Jacksonville and Florida.



PBS television
NPR 89.9 fm
Online wjct.org

Shelter Information

Duval County has three types of shelters that may be opened during an incident: general population, special needs, and pet friendly. Some of these shelters are co-located at a single facility. General population shelters are managed by the American Red Cross, while the Duval County Health Department is responsible for the special needs shelters. The City of Jacksonville's Animal Care and Protective Services facilitates the pet-friendly shelters.

If you anticipate relocating to a special needs shelter, emergency management officials encourage pre-registration as detailed on the "Special Needs Clients" page. Pre-registration is not required to take refuge in a general population or pet-friendly shelter, but it is important that you plan for where you will go and what you will need. For information on which types of animals allowed in a pet-friendly shelter, please visit www.jaxready.com.

Local emergency management officials will determine which shelters will be opened during an incident and will communicate this information through pre-existing media relationships and through social media outlets such as Twitter and Facebook.



What to Bring

If you choose to go to a shelter, regardless of the type, there are certain items you should remember to take with you.

- First aid kit
- Identification
- Food and water
- Special diet food
- Over-the-counter medicine (aspirin, antacids, decongestants)
- Prescriptions in original bottles (one to two-week supply)
- Baby food, diapers and other baby supplies
- One complete change of clothing
- Bedding: blankets, sleeping bags, pillows, air mattresses
- Toiletries/personal hygiene items
- Flashlights and extra batteries
- Battery-operated radio
- Phone charger

Note: Before going to a shelter, secure your home and eat something if time permits. A shelter is a place of safety for those whose homes are unsafe. There is very little privacy in a shelter, and the conditions are often crowded. For health and safety reasons: NO smoking, firearms, weapons, or alcohol are allowed in ANY shelters.

American Red Cross Needs Volunteers

**Your local American Red Cross needs volunteers
to help staff shelters during a time of disaster.**

Call (904) 358-8091



Special Needs Clients Should Register

The Duval County Emergency Preparedness Division maintains a registry of clients who have been identified as persons with special needs. These individuals require assistance during evacuations and sheltering.

What is a Special Medical Needs Client?

A person qualifying for special needs is someone who is medically dependent on electricity (i.e., electricity needed for life supporting equipment). This may also include a person with regular need for assistance with medications and/or observation, dementia, chronic conditions that require assistance and persons with contagious health conditions that require minimal precautions or isolation (rare in shelter).

Registration

Any person that meets the above criteria and plans to use a public shelter during an evacuation should register by filling out the form located at JaxReady.com or by calling the Emergency Preparedness Division at (904) 255-3110.

Please note that a new registry is created each year starting in January. It is important to remember that each client must re-register every year to remain in the system. Each individual's registration form is reviewed by a health care professional and categorized by the assistance required. Registrants are then assigned to a shelter, hospital, and transportation agency, if applicable. Individuals will be notified by mail with information regarding what to bring to the shelter.

Special Needs Transportation

If you require transportation to a special needs shelter, please make contact with your normal transportation provider to advise them that you will need transportation to a shelter. The EOC will be assisting with the coordination of the different transportation providers. The EOC maintains a list of those special needs patients who require transportation during an evacuation. This list is then given to the trans-

portation providers for scheduling. It is important that you are there when they arrive since they may need to transport a large number of people. If you arrive at a shelter by special transportation, you will be returned home in the same manner.

What to Expect at a Special Needs Shelter

Special needs shelters are refuges of last resort intended to house residents with special medical needs. Shelters may be crowded and uncomfortable. There is no guarantee of electricity and there may be no privacy. Amenities are limited to basic nursing assistance, first-aid care, bathroom facilities, food and water. An evacuation kit should be prepared to make the stay more comfortable. Some contents of this kit should include, special dietary needs, important paperwork, all medication (in original bottle), all special medical equipment needed, and comfort items.

What Happens During an Evacuation?

Special needs individuals requiring transportation will be contacted by phone to coordinate a pickup time. Please be ready when transportation arrives and make sure you have packed all essential items. Caregivers and/or family members are welcome to accompany a special needs individual to the shelter.

Once the storm has passed, individuals are returned home by the same mode of transportation in which they arrived. Program officials will verify that the individual's residence is safe and habitable prior to their return.

Each client must re-register every year to remain in the system.

Planning is a Priority in Preparedness

Planning For Your Family

- Identify responsibilities for each member of your household and plan to work together as a team.
- If a family member is in the military, plan how you would respond if he or she were deployed.
- Plan what to do in case you are separated during an emergency.
- Decide where you will go and the route. You may choose to go to a hotel, stay with friends or relatives in a safe location or go to an evacuation shelter if necessary.

If You Evacuate

- Grab your supply kit and take it with you.
- Lock the windows and doors.
- Turn off electricity, water and gas at the main valves and switches. Never attempt to turn utilities back on after returning home. Call the utility company if necessary.
- Contact friends or relatives to let them know where you are going.
- It is required that all mobile home residents evacuate for all hurricane force winds and seek safe shelter.

If You Stay at Home

- Select an interior room or hallway, on the first floor with no windows, to shelter during the storm.
- Keep your disaster supply kit with you.
- Stay inside away from windows.
- Wait for official word that the danger is over. Don't be fooled by the storm's eye.

Creating A Family Communication Plan

- Start designating a single, out-of-town contact that your family or household members can call, e-mail or text message should a disaster occur. If local phone service is overwhelmed, it may be easier to call outside the area. Your contact should be aware that he or she is your family's designated contact.
- All of your loved ones should plan to call the out-of-town contact to report their whereabouts and welfare.
- Regular contact with your designated person will help to keep everyone informed. After initial contact, and depending on the circumstances, you might set a specific check-in time.
- When telephone lines are busy, e-mails or text messages may go through when call cannot. Ensure that the e-mail addresses for family members are correct and that they expect you to contact them through this medium.

Emergency Contact List

- Create an emergency contact list; include phone numbers and e-mail addresses for your designated out-of-town contact, loved ones, neighbors and other emergency numbers such as police, fire and your physician.
- Make copies of the list for every family member and print a copy to keep by the phone and your emergency supply kit.
- Consider laminating a smaller version that easily fits in your wallet or purse. As a backup, be sure all numbers are entered correctly into your mobile phone.
- After creating your list, or if you have one already, check and update it periodically to reflect new contacts, numbers and e-mail addresses.
- Take a few minutes now to make or update your family communication plan and contact list.

Disaster Supply Check List

Water

- Store one gallon of water per person per day (two quarts for drinking, two quarts for food preparation/sanitation)
- Keep at least a seven-day supply of water for each person in your household

Food

- Ready-to-eat canned meats, fruits, vegetables
- Canned juices, milk, soup
- Staples: sugars, salt, pepper
- High-energy foods: peanut butter, jelly, crackers, granola bars, trail mix
- Vitamins
- Food for infants, elderly persons or persons on special diets
- Comfort foods: cookies, hard candy, favorite cereals, lollipops, instant coffee, tea bags

Tools and Supplies

- Mess kits, or paper cups, plates and plastic utensils

- Emergency Preparedness Guide
- Battery-operated radio, extra batteries
- Flashlight and extra batteries
- Cash or travelers' checks, change
- Non-electric can opener, utility knife
- Fire extinguisher: small canister, ABC type
- Pliers
- Tape
- Matches in a waterproof container
- Aluminum foil, plastic storage containers
- Signal flare
- Paper, pencil, needles, thread and medicine dropper
- Shut-off wrench (to turn off gas & water)
- Whistle
- Plastic sheeting
- Map of area (for locating shelters)
- Fully charged cell phone, extra batteries
- Insect repellent

Sanitation

- Toilet paper, hand wipes, soap, liquid detergent, feminine supplies, personal hygiene items, plastic garbage bags and

ties (for personal sanitation uses), plastic bucket with tight lid, disinfectant and household chlorine bleach

Clothing and Bedding

- Sturdy shoes or work boots, rain gear, blankets or sleeping bags, hat and gloves, thermal underwear and sunglasses

Special Items

For babies

- Formula, diapers/wipes, bottles, and medications

For adults

- Medications: heart and high-blood pressure, insulin, all prescription drugs
- Pet supplies (see next page)
- Special needs: denture supplies, contact lenses and supplies, extra eyeglasses
- Entertainment: games and books
- Important family documents: insurance policies, wills, household inventory, identification
- Register for CodeRed (see page 5)

First Aid Kit Check List

- Sterile adhesive bandages
- Sterile gauze pads
- Hypoallergenic adhesive tape
- Triangular bandages (3)
- Sterile roller bandages, antibiotic ointment, scissors, tweezers, needle, moistened towelettes, antiseptic, thermometer, tongue blades (2)
- Tube of petroleum jelly or other lubricant
- Assorted sizes of safety pins
- Cleansing agent/soap
- Latex gloves (2 pairs)
- Sunscreen
- Aspirin or non-aspirin pain reliever, anti-diarrhea medication, antacid, syrup of Ipecac (use to induce vomiting if advised by the Poison Control Center) and laxatives
- Activated charcoal (if advised by the Poison Control Center)
- Bottled water and other fluids

A first aid kit should be kept in the home and each automobile and should include the below items.

Pets in an Emergency

Your Plan Should Include All Family Members

The best way to protect your household from the effects of a disaster is to have a plan. If you are a pet owner, that plan must include your pets. Being prepared can save their lives.

In the event of a disaster, if you must evacuate, the most important thing you can do to protect your pets is to evacuate them, too. If it's not safe for you to stay behind, then it's not safe to leave pets behind either.

In the event you decide it is safe enough to not evacuate, plan for your pet to stay in your identified safe room with you and your family. This means including a pet disaster supply kit and other resources to accommodate pets in your safe room.

Know a Safe Place for Your Pets

- Unless otherwise identified as “pet-friendly,” local and state health and safety regulations do not allow pets in disaster shelters. Service animals are allowed.
- Contact hotels and motels outside your local area to check their policies on accepting pets and restrictions on number, size and species. Ask if “no pet” policies can be waived in an emergency.
- Keep a list of “pet friendly” places, including phone numbers, with your disaster supplies. Visit www.petswelcome.com for a complete list.
- Ask friends, relatives or others outside the affected area if they could shelter your pets.

- Make a list of boarding facilities and veterinarians who could shelter animals in an emergency; include 24-hour contact information.

Pet-Friendly Shelters

Pet-friendly shelter locations will be identified in the event of an evacuation and released via the media.

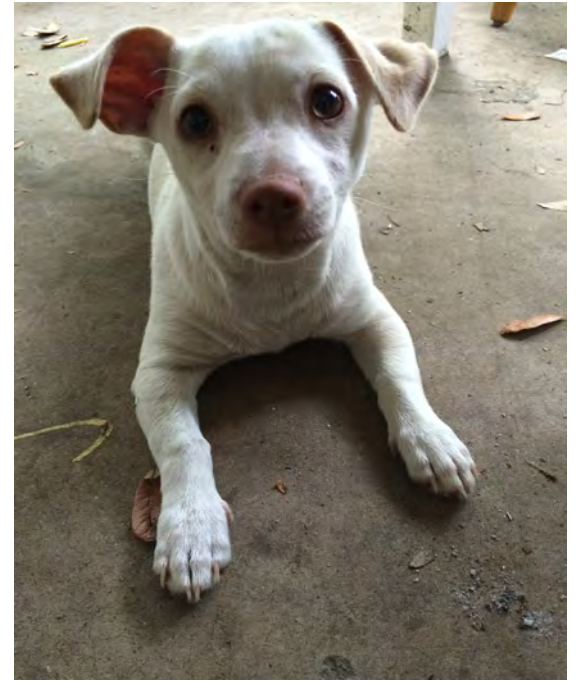
The following animals will be allowed: dogs, cats, ferrets, pocket pets (such as hamsters, gerbils, guinea pigs), rabbits and birds (no exotics). **No reptiles will be allowed in the shelters.**

All pets must have proof of vaccination and registration, be properly crated/caged and maintained by their owners. No pets may be dropped off. Certain supplies must accompany your pet(s) to the shelter, and are listed at www.jaxready.com.

Assemble a Pet Emergency Preparedness Kit

Keep your pet's essential supplies in sturdy containers that can be easily accessed and carried (a duffle bag or covered trash containers, for example). Your pet emergency preparedness kit should include:

- Medications, medical records, proof of current shots (stored in a waterproof container) and a First Aid kit.



- Sturdy leashes, harnesses, and/or carriers to transport pets safely and ensure that your animals can't escape.
- Current photos of your pets in case they get lost.
- Food, drinkable water, bowls, cat litter/pan, and manual can opener.
- Information on feeding schedules, medical conditions, behavior problems, and your veterinarian's contact information, in case you have to foster or board your pets.
- Pet bed or toys if easily transportable.

Staying Healthy in a Disaster

One of the biggest threats from natural disasters comes in the days, weeks, and months after the impact. If proper food preparation and sanitation methods are not practiced, it can have significantly negative impacts on your health and well-being. Following these recommended practices may save you from nausea, vomiting, diarrhea, fevers, or worse after a disaster.

Food Safety

When the power goes out, try to limit the amount of times you open your refrigerator. If the door is closed, your food will stay at the proper temperature longer and be less likely to spoil. Perishable foods, including milk, meat, and eggs, should not be stored above 40°F for more than two hours.

If a power outage is two hours or less, you don't need to be concerned. A freezer that is half-full will stay cold for up to 24 hours and a full freezer will stay cold for up to 48 hours. Check the internal temperatures of food by using a digital quick-response thermometer. If possible, only eat the dry goods you have in your kit (such as canned food, dry cereals, etc.) during a power outage.

If it looks like the power outage will last more than two to four hours, pack the important items in your refrigerator, such as milk, dairy products, meats, fish, poultry, eggs, and left-overs into your cooler surrounded by ice. Keep the temperature in the cooler at or below 40°F. Discard any items that have been exposed to temperatures greater than 40°F for more than two hours.

After the power is restored, be sure to check the temperature of your refrigerator. Did it maintain a safe temperature during the duration of the power outage? Be sure to also check your freezer. Is it still below freezing? Are all of your frozen foods still frozen? If anything is not frozen, it is best to discard those items.

Water Safety

After a disaster, there may be leaks or contaminants in the drinking water supply. The Department of Health in Duval County will issue alerts about the safety of the water supply. If your neighborhood is under a boil water advisory, it is extremely important to follow the directions in the advisory. Most boil water advisories recommend that the water is brought to a rolling boil for at least one minute prior to consumption to kill protozoa, bacteria, and viruses. Remember that the absence of an unpleasant taste does not necessarily mean the water is safe to drink and free from contaminants.

If your water supply is from a well, you should be cautious of dangerous bacteria and contaminants in your well water, especially after a flood. Flood waters can contain debris that damage well equipment, and sediment and flood water can enter the well and contaminate it if it was not tightly capped.

Additionally, if you see water in the streets, do not walk/play in it. Surge/floodwaters may contain dead animals, raw sewage, and other harmful contaminants.

Sanitation

Keeping your hands clean helps prevent the spread of germs. If your tap water is not safe to use, wash your hands with soap and water that has been boiled (and allowed to cool) or disinfected. Remember that hand sanitizer is not effective when hands are visibly dirty. Proper hand washing can help prevent the spread of fecal-borne diseases after a disaster. These diseases can lead to vomiting, diarrhea, and fever.

Wound Care

Keeping wounds clean and covered is crucial during an emergency. If you have open cuts or sores, keep them as clean as possible by washing them well with clean, safe water and soap to prevent and control infections. If a wound develops redness, swelling, or drainage, seek immediate medical attention.

630-CITY

Where to go when you need to know.

Emergency Numbers

City of Jacksonville Information.....	(904) 630-CITY (2489)
Florida Emergency Information Hotline	(800) 342-3557
National Weather Service (Jacksonville).....	(904) 741-4370
Northeast Florida American Red Cross	(904) 358-8091
U.S. Naval Services.....	(800) 849-6024
Traffic Conditions in N.E. Fla.....	(800) 749-2967 or 511
Price Gouging.....	(866) 9-NO-SCAM (966-7226)
JEA	(904) 665-6000
Florida Power & Light	(800)4-OUTAGE (468-8243)
Florida Public Utilities	(904) 261-3663
Beaches Energy Services	(904) 247-6171
Comcast.....	(904) 374-8000
AT&T.....	(877) 737-2478

Neighboring Counties Emergency Management

Baker County	(904) 259-6111
Clay County	(904) 284-7703
Nassau County	(904) 548-4980
St. Johns County	(904) 824-5550

Shelters

Duval County Emergency Management (255-3110), 630-CITY(2489) or the Northeast Florida American Red Cross (358-8091).

Websites

City of Jacksonville.....	www.coj.net
City of Jacksonville Facebook.....	www.facebook.com/cityofjacksonville
City of Jacksonville Twitter.....	@Cityofjax
Duval County Emergency Management.....	www.jaxready.com
JaxReady Facebook.....	www.facebook.com/JaxReady
JaxReady Twitter	@JaxReady
American Red Cross	www.redcross.org
.....	www.redcross.org/fl/jacksonville
First Coast News	www.firstcoastnews.com
The Florida Times-Union.....	www.jacksonville.com
Federal Emergency Management Agency.....	www.fema.gov
U.S. Department of Homeland Security	www.ready.gov
Florida Division of Emergency Management.....	www.floridadisaster.org
JEA.....	www.jea.com
JTA.....	www.jtafla.com
National Hurricane Center	www.nhc.noaa.gov
National Weather Service (Jacksonville).....	www.srh.noaa.gov/jax
Accuweather	www.accuweather.com
Intellicast	www.intellicast.com
Weather Underground	www.wunderground.com/tropical
Pet Friendly Lodging.....	www.petswelcome.com

Resilience

Resilience is the ability of a city to maintain essential functions and to evolve and emerge stronger in the face of acute shocks (such as hurricanes and floods) and chronic stresses (such as aging infrastructures and water contamination).

A prime example of Jacksonville's resilience history includes The Great Fire of 1901, which destroyed 146 city blocks, 2,368 buildings, left 10,000 homeless, and killed seven people. As of 2014, it is the third largest urban fire in American history. From the ashes of the Great Fire the city was reborn and Jacksonville experienced an architectural boom with some of the first skyscrapers in Florida.

Our region suffered nearly \$2 billion in damages from the wrath of Hurricane Dora (adjusted to 2013 dollars). From the ruins, Jacksonville again rebuilt and a new, stronger community was born. Resilience is not only bouncing back from the disasters that impact us, but also enacting policy changes that make us stronger. Three years after Dora, the Con-

solidated City of Jacksonville/Duval County was created to offer better government and services to the citizens of the entire county. This is one of the first instances of city-county consolidation in the nation. Also in 1967, in response to a community need, Jacksonville combined emergency medical services with its fire department, becoming the first Fire and Rescue Department in the country.

Jacksonville has a history of responding to community needs and improving itself. In December 2013, Jacksonville received an award for its resilience history spanning a century. From hundreds of cities worldwide, Jacksonville was selected to be among the first 32 cities chosen by the Rockefeller Foundation to receive the 100 Resilient Cities award. This award will be used to further strengthen our community's resilience.

For more information on the 100 Resilient Cities award, refer to <http://100resilientcities.rockefellerfoundation.org/cities>.

The Salvation Army



In Jacksonville, The Salvation Army has prepared its disaster response teams to Be Ready! This includes the agency's Mobile Feeding Unit, which is operated by a combination of volunteers and staff. Together, they have provided up to 5,000 meals daily from this mobile kitchen.

While always preparing for big events, The Salvation Army aims to serve individuals affected by community disasters in every day life. For that reason, the agency's social services center is always open to help people in times of need.

The Salvation Army could not help in this capacity without its faithful volunteers, and the agency is always in need of more. While The Salvation Army is confident that it will be ready for whatever the next event may be, it continues to offer training throughout communities to prepare them for response as well as preparing families, individuals and congregations on how to be disaster ready.

If you want to learn more about volunteering, visit www.disaster.salvationarmyusa.org

Are you Prepared?

Stock Up Now for Hurricane Season!



Because it's always better to be prepared.

Storage Containers • Canned Goods: Meat, Vegetables, Fruit, Milk, Soup, Juice • Sugar • Salt • Snacks • Cookies and Crackers
Instant Coffee • Tea • Candy • Water • Foil • Plastic Bags • Tape • Matches • Candles • Batteries • Flashlights
Baby Food • Non-electric Can Opener • Paper Products • First-aid Kit • Bleach

Winn-Dixie

winndixie.com/HurricanePrep