



CITY OF TALLAHASSEE

STEP BY STEP PREP

MAKE A PLAN

BUILD A BUCKET

STAY INFORMED



A GUIDE TO BEING HURRICANE PREPARED

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PRODUCTION

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Department of Communications

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300 S. Adams St.
Tallahassee, FL 32301
850-891-0000
Talgov.com



@CityofTLH

A multi-tool has plenty of uses. It's good to have one tucked away in case of emergency. We've tucked away other helpful tips like this on the pages to come!



Dear Residents,

As we have witnessed time and again during natural disasters, preparation is vital to a successful recovery. As we gear up for hurricane season, the City of Tallahassee urges residents to take the steps necessary to prepare and protect their families, property and pets.

In this guide, you'll learn what to do before, during and after storms, as well as information about City services.

Our first tip is to not panic. Research shows that anxiety and stress reduce your ability to make good decisions. By preparing in advance, you will give yourself peace of mind that you are making the right choices for your household should a hurricane threaten our area.

While you are preparing, know that the City is doing the same. Front-line crews from every department train and plan year-round. They inspect infrastructure, check resources, review best practices from peer agencies and ensure we are prepared to respond should the need arise locally or as part of mutual aid for neighboring communities.

Additionally, over the past few years, the City has doubled down on its disaster response training to ensure that – should they be needed – all City employees could be called upon to assist in response and recovery efforts – from internal logistics supporting field crews to opening community comfort stations for the public.

That said, during a disaster, there may be a period of time when responders are unable to reach you. You are your best first line of defense, which is why we urge neighborhoods to prepare together. To help, the City of Tallahassee offers the free PREP toolkit, which is available for download at [Talgov.com/PREP](https://www.talgov.com/PREP).

The City and its employees take the task of preparing for hurricane season very seriously. We live in this community and depend on City services as well. Thanks to City employees, you have nearly 4,000 neighbors trained, ready and willing to help. From the first warning through the final stages of recovery, the City will work to ensure core services are as functional as possible.

We urge you to use this guide and prepare, too.



WHAT TO DO BEFORE A STORM

Having a hurricane plan for your home, family and business is essential. To help, the City offers PREP workshops and online resources. Check Talgov.com/PREP for details and resources. You can also visit ready.gov or floridadisaster.org to develop your plan.

MAKE A PLAN



BUILD A BUCKET



STAY INFORMED



HURRICANE

What is it?

According to NOAA, “a tropical cyclone is a rotating low-pressure weather system that has organized thunderstorms but no fronts (a boundary separating two air masses of different densities). Tropical cyclones with maximum sustained surface winds of less than 39 miles per hour (mph) are called tropical depressions. Those with maximum sustained winds of 39 mph or higher are called tropical storms. When a storm's maximum sustained winds reach 74 mph, it is called a hurricane. The Saffir-Simpson Hurricane Wind Scale is a 1 to 5 rating, or category, based on a hurricane's maximum sustained winds. The higher the category, the greater the hurricane's potential for property damage.”

WATCH VS. WARNING

Hurricane Watch means conditions (sustained winds of at least 74mph) are possible in the area within **48 hours**.

Hurricane Warning means hurricane-force conditions (sustained winds of at least 74mph) are expected in the area in **36 hours or less**.

The Saffir-Simpson Hurricane Scale





After making a plan, build a kit of supplies that you may need in the event of a disaster. Each person's and household's kit will be slightly different. If you have children, include activities that don't require electricity to help them stay busy and feel comforted. If a member of your household requires medication every day, ensure it is included in your kit and speak with your doctor and pharmacy about refills. Consider if your kit's container needs wheels to make it easier for you to move. These are some of the many ways your kit can be tailored to you based on your household and your plan.

Keep these types of essential items in your bucket in a safe and accessible location.

- | | | |
|---|--|--|
| <input type="checkbox"/> BATTERIES | <input type="checkbox"/> LOCAL MAP | <input type="checkbox"/> SPECIAL FAMILY NEEDS (DIAPERS, FEMININE HYGIENE ITEMS, ETC.) |
| <input type="checkbox"/> BLANKET | <input type="checkbox"/> MEDICATIONS | <input type="checkbox"/> TARP |
| <input type="checkbox"/> CAN OPENER | <input type="checkbox"/> POCKET KNIFE/MULTI-TOOL | <input type="checkbox"/> TOILET PAPER |
| <input type="checkbox"/> CHANGE OF CLOTHING | <input type="checkbox"/> NON-PERISHABLE FOOD | <input type="checkbox"/> TOOTHBRUSH |
| <input type="checkbox"/> DUCT TAPE | <input type="checkbox"/> CASH | <input type="checkbox"/> TOWEL |
| <input type="checkbox"/> DUST MASK | <input type="checkbox"/> PET SUPPLIES | <input type="checkbox"/> WATER |
| <input type="checkbox"/> FIRST AID KIT | <input type="checkbox"/> PORTABLE PHONE CHARGERS | <input type="checkbox"/> WATERPROOF BAG WITH FAMILY DOCUMENTS INCLUDING DRIVER'S LICENSE, INSURANCE INFORMATION, OUT-OF-AREA CONTACT |
| <input type="checkbox"/> FLASHLIGHT | <input type="checkbox"/> PHOTOS OF FAMILY MEMBERS AND PETS | <input type="checkbox"/> WHISTLE |
| <input type="checkbox"/> GAMES AND TOYS | <input type="checkbox"/> PONCHOS | |
| <input type="checkbox"/> GLOVES | <input type="checkbox"/> RADIO | |
| <input type="checkbox"/> HAND SANITIZERS | <input type="checkbox"/> ROPE/PARACORD | |
| <input type="checkbox"/> KEYS (HOME AND CAR) | <input type="checkbox"/> SHARPIE | |
| <input type="checkbox"/> LARGE PLASTIC TRASH BAGS | <input type="checkbox"/> SOAP | |

Having trouble finding bottled water? Bottle your own with a used jar!



MAKE A PLAN

Ready or not, hurricane season starts June 1. Don't delay in making your family's plan today.

Go to
Ready.gov/Hurricanes
 or
HaveAHurricanePlan.com

STAY CONNECTED



Don't forget to pack an extra charger or battery to keep your phone running. It's your lifeline!

The City will send email and text alerts to utility customers during emergencies. Check your utility account contact information now to ensure it is current. You can update it at Talgov.com/Update or by calling 850-891-4968. In addition to direct customer contact, official City information will be posted online and on social media during emergencies. Use the QR codes below to stay connected.



f **FACEBOOK**

TWITTER

EMAIL LIST

TALGOV.COM

AGENCIES

WHO CAN HELP?



City of Tallahassee
300 S. Adams St.
Tallahassee, FL 32301
850-891-4968
Talgov.com



American Red Cross
1115 Easterwood Dr.
Tallahassee, FL 32311
850-878-6080
RedCross.org



Leon County
301 S. Monroe St. Suite 501
Tallahassee, FL 32301
850-606-3700
LeonCountyFL.gov/ei



CONTACTS

WHO DO I NEED TO CALL?



FLOOD

PROTECTION

Floods are one of the most common hazards in the United States and can occur anywhere. A flood occurs when

two or more acres of normally dry land area or two or more properties are inundated by water or mudflow.

FLOOD INSURANCE

If you do not have flood insurance, talk to your insurance agent. Homeowner's insurance policies do not typically cover damage from floods. However, because Tallahassee participates in the National Flood Insurance Program, you can purchase a separate flood insurance policy. This insurance is backed by the Federal Government and is available to everyone, even for properties that have not been flooded.



Visit Talgov.com/Flood for more information.



When a storm approaches, self-serve sandbag sites will open for residents to help protect their properties from localized flooding. There is a 25 bag limit per household. When sites open, details are posted on Talgov.com and the City's social media.

Visit Talgov.com for a list of locations days before a storm.

GET YOUR HOME READY FOR A STORM

HOME SAFETY

Here are five tips to help prepare your home for hurricane season.

1. Review your insurance policy.
2. Clear your yard of debris and loose objects.
3. Seal your roof, windows and doors.
4. Assess the health and fortitude of your trees.
5. Do not drain or cover your pool.



PET SAFETY

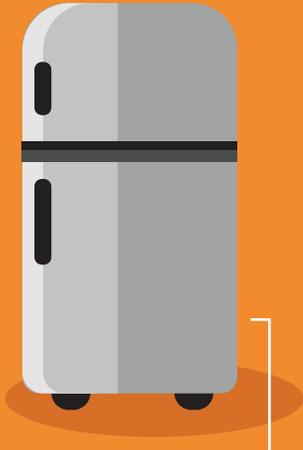
*If you evacuate, take your pet!
Pets need to be ready
for disasters, too!*



BUILD YOUR BOWL CHECKLIST

- FOOD & WATER (3-DAY SUPPLY)
- MEDICATION & MEDICAL RECORDS
- COLLAR, LEASH & I.D. TAG
- CRATE OR PET CARRIER
- PICTURE OF YOU & YOUR PET
- FAVORITE TOYS OR TREATS
- PLASTIC BAGS FOR CLEAN-UP

WHAT TO DO DURING A STORM



Conserve refrigeration. Keep the fridge and freezer doors closed in a power outage to keep perishable food longer.

Go to your safe space. Keep a battery-operated radio tuned into an emergency information station. Do not open doors or windows.

During a storm, the City activates its Emergency Management Team made up from departments all around the organization. From the Emergency Operations Center, these employees monitor the storm and citizen comments to organize help for after the storm has passed.

Look at social media and the City's website for updates on conditions and when crews will be deployed once officials have deemed it safe for them to go commence the recovery effort.

WIND Safety

A stylized illustration of a megaphone with orange and white stripes, pointing to the right.

If you are caught in the open during strong winds, seek shelter immediately. Avoid trees, power lines and objects that can be blown around. If you are at home, avoid windows, and if you are driving, reduce your speed and keep two hands on the wheel at all times.

People who live in mobile homes are at increased risk during high winds. Even an anchored mobile home can be seriously damaged when wind exceeds 80mph. Seek alternative shelter if possible.

FIRE SAFETY

A stylized illustration of a flame in shades of orange and red.

Try to restrict people to one room in the house so the location of family members can be accounted for. Make sure you have a working fire extinguisher nearby at all times in case one is needed.

Having a fire and a severe weather event is a recipe for disaster. Try to make sure electronics are unplugged and no open flames are in the house.

WHAT TO DO WHEN THE LIGHTS GO

OUT

Your grandparents may have lit candles when the power went out, but flashlights are safer. Gather the family in a large open room and concentrate your light sources in one area facing up. Don't open your fridge unless you absolutely have to. The seal will keep the cold in, and your perishables will last longer. Take a moment to unplug unneeded electronics to prevent a power surge from occurring when all of your devices turn on at once upon restoration. If you have medical needs that require electricity, consider evacuating your home to a shelter or family member's home.



The most common flashlight mistake is not keeping them somewhere easy to find in the dark.



GENERATOR SAFETY

Generators should be operated in well ventilated locations outdoors away from all doors, windows and vent openings. Never use a generator in an attached garage, even if the garage door is open.

Turn off generators and let them cool down **BEFORE** refueling, and remember to store fuel in a container that is intended for that purpose.



HOW TO REPORT CITY SERVICE ISSUES

Reporting an outage is easy! Visit [TALGOV.COM/OUTAGE](https://tal.gov.com/outage) or call **850-891-4968**.

Residents are encouraged to download the City's **DIGITALLY** app on Android or Apple devices. With the app, a number of non-emergency alerts, such as debris on the road or power outages, can be sent directly to City staff to expedite the process of restoration. The app will even give you updates on the progress of your request. Visit [TALGOV.COM/DIGITALLY](https://tal.gov.com/digitally).

WHAT TO DO AFTER A STORM

Knowing what to do after a storm will help protect your property and keep your loved ones safe and secure. Before going outside, make sure local officials have declared that it's safe to go outdoors.

After it has been confirmed safe to go outdoors, you can begin to assess any potential damage to your home and property. Here are some tips to follow after the storm is over:

- Stay connected with **Talgov.com**.
- Make a list of damaged property.
- Call your insurance agent as soon as you are able.
- Keep records of your expenses and save bills and receipts from temporary repairs.
- Avoid driving if possible.
- Report any downed power lines through the DigiTally app.
- Be cautious of hazards caused by the storm, such as floodwaters, damaged tree limbs or potentially compromised structures.

WHO IS RESPONSIBLE FOR DAMAGED PROPERTY?

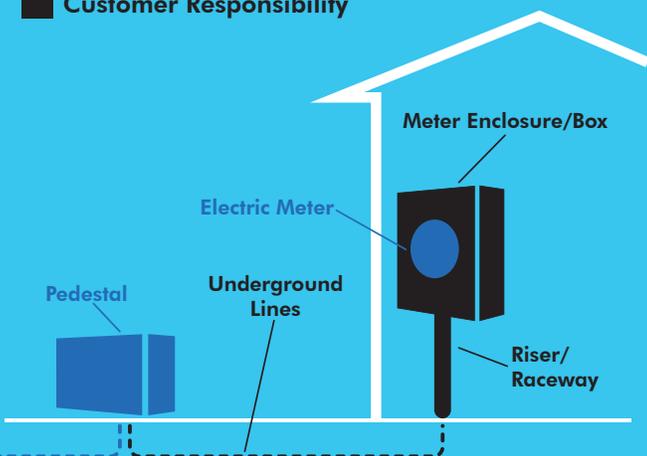
The diagrams below will show you who is responsible in the event something is damaged during a storm.

VIDEO
The Process of Power Restoration



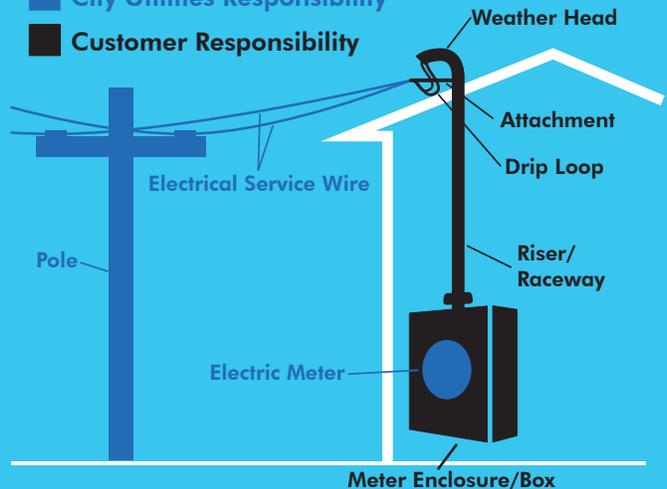
Underground Electric Service

- City Utilities Responsibility
- Customer Responsibility



Above Ground Electric Service

- City Utilities Responsibility
- Customer Responsibility



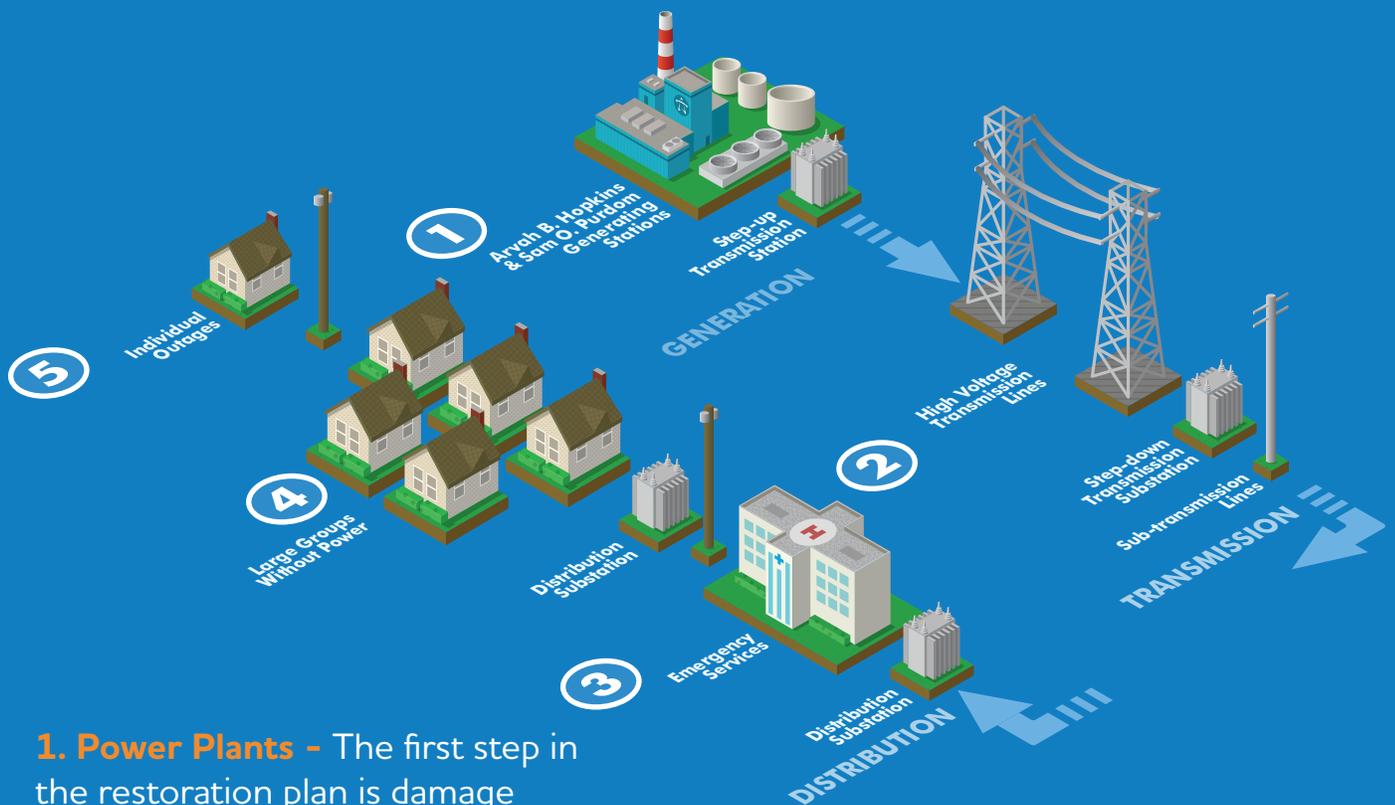
Important Notice: It is the responsibility of the customer and property owner to ensure the premise has been inspected and is ready for utility services to be activated. The City of Tallahassee will not be responsible for any damages to property caused by turning on requested services.

THE PROCESS OF POWER RESTORATION

City of Tallahassee
Your Own UtilitiesSM

The reliable flow of electricity is a routine part of our days, but what happens when the power goes out? City crews work as quickly and safely as possible to restore service when

an outage occurs. Our electric grid has hundreds of miles of lines and thousands of components. Though you may not see a crew on your street, know that they are out there working. To better understand the process for power restoration, use the flow chart below or the QR code on the previous page.



1. Power Plants - The first step in the restoration plan is damage assessment, which includes inspection of our facilities and plants.

2. Transmission System - Repairs to our facilities and transmission lines from those plants.

3. Emergency Services - Next, we move to main line repairs that serve critical medical facilities, police departments, fire stations and so on.

4. Largest Groups Without Power - Simultaneous with emergency services, it is our goal to restore services to the greatest number of customers as soon as possible.

5. Individual Outages - Once the large impact areas have been restored, we begin restoring power to those individuals still without power.

STREETS & DRAINAGE

After a storm passes through our area, all drivers must keep their speeds low. Work may be happening all over, and it's important to be patient with crews and other drivers. Going out in your vehicle to sightsee storm damage obstructs emergency responders and cleanup crews.

CLEARING STREETS

Do not drive unless absolutely necessary. Drive slowly and approach intersections with caution. Report traffic blockages, such as downed trees, but do not try to move them yourself.

DRAINAGE

Drivers should avoid all flooded roadways. Remember, the depth of standing water is not always obvious. Drivers shouldn't assume that roads are intact under flooded waters. Turn around; don't drown.



No Signal Lights
Treat intersection as a Four Way Stop

Flashing Red
Treat intersection like it has Stop Signs

Flashing Yellow
Drivers should proceed with caution only when traffic permits

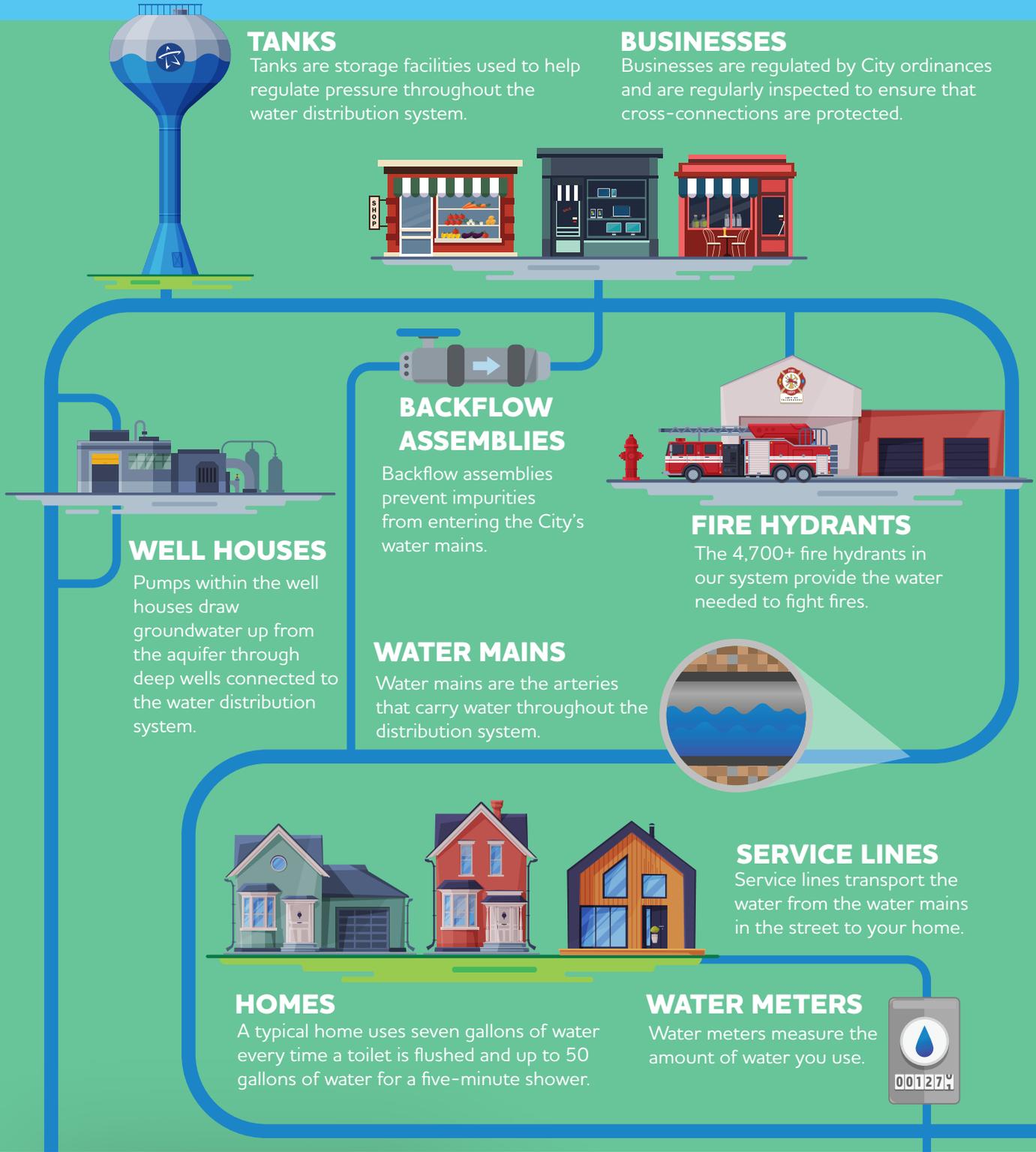
WHAT DO I DO IF TRAFFIC SIGNALS ARE NOT WORKING

DARK SIGNALS

After a hurricane, electrical services may be interrupted, and traffic signals may be inoperable. Florida law requires drivers to treat all intersections with dark traffic signals as four-way stops. If traffic signals are flashing yellow, a driver must proceed through the intersection with caution. If the traffic signals are flashing red, drivers must stop and yield the right of way.

SEWER & WATER

City water systems can be affected during a major storm. It's important to know the big picture to understand how this may impact you. In the rare event of contamination, a boil water notice will be issued to the affected neighborhood.



TANKS

Tanks are storage facilities used to help regulate pressure throughout the water distribution system.

BUSINESSES

Businesses are regulated by City ordinances and are regularly inspected to ensure that cross-connections are protected.



WELL HOUSES

Pumps within the well houses draw groundwater up from the aquifer through deep wells connected to the water distribution system.

BACKFLOW ASSEMBLIES

Backflow assemblies prevent impurities from entering the City's water mains.

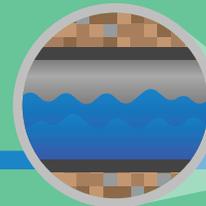


FIRE HYDRANTS

The 4,700+ fire hydrants in our system provide the water needed to fight fires.

WATER MAINS

Water mains are the arteries that carry water throughout the distribution system.



HOMES

A typical home uses seven gallons of water every time a toilet is flushed and up to 50 gallons of water for a five-minute shower.

SERVICE LINES

Service lines transport the water from the water mains in the street to your home.

WATER METERS

Water meters measure the amount of water you use.



FLORIDAN AQUIFER

The Floridan Aquifer is the underground source of fresh water delivered to you for consumption.

WHAT TO EXPECT FIRE SAFETY

After a storm, the Tallahassee Fire Department assists in many ways, from responding to 911 calls for service to performing search and rescue operations. The team is focused on ensuring the safety and welfare of our community. Use the information below to help prepare your household.



- Use flashlights instead of candles for light if the power goes out. This is especially important if you need to check pilot lights or fueling equipment. The flame from a candle could ignite the fumes.
- Plan two ways out of your home in case of an emergency.
- Make sure your house number can be seen from the street.
- Avoid spills and ignition sources when transferring gasoline from one container to another.
- If you have to use a portable cooking device, such as a camp stove, only do so in a well-ventilated area and keep combustible materials, such as cardboard boxes, away from open flames.
- Never use generators, grills, camp stoves, or other gasoline, propane, natural gas or charcoal-burning devices inside your home, basement, garage or camper – or even outside near an open window.



TEST YOUR SMOKE ALARM

Smoke alarms can provide the early warning necessary to escape a deadly fire. TFD will provide two residential smoke alarms at no cost to homeowners who are either physically or financially unable to purchase or install their own smoke alarms. Requests can be made online or by calling 850-891-6600.

Check your fire extinguisher. Yours may need to be replaced. Look at the tag for an expiration date.





WHAT TO EXPECT PUBLIC SAFETY

After a storm, the Tallahassee Police Department helps both residents and other first responders. One of their major tasks is the safety of our roadways. They set up roadblocks near hazards, help clear paths for crews and assist with traffic control at major intersections where traffic signals have gone dark. They also play a huge role in humanitarian aid distribution (water, food, etc.) and will perform welfare checks as possible. Below are tips and information you can use to enhance your safety post-storm.

911

Calls for help typically surge during emergency situations. We can all help ensure those most in need get help quickly by only calling 911 with life-threatening emergencies. For other assistance needs, call a non-emergency number, which will be listed on the City's and County's websites. Teach every member of your household when and how to call 911.

STAY AT HOME

Going out to sightsee after the storm interferes with the recovery efforts of emergency responders. If at all possible, please stay at home. If you do go out, expect delays and plan accordingly. Some traffic signals may not be working, some roads may be blocked and many people will be in need. Emergency response may take longer than usual.

CURFEW

A State of Emergency may be declared post storm, which allows for resources to be more easily directed to places where the need is high. A local curfew may also be enacted by the Leon County Sheriff to help maintain safety.



Sometimes help takes a while. Make sure to have 3 to 7 days of non-perishable canned food saved for when you might need it most.



STORM DEBRIS COLLECTION.....

Following a hurricane or tropical storm, the City will activate a debris removal plan to help clean up our community. Should a weather incident occur resulting in a higher-than-normal level of debris, customers are encouraged to place their storm-related debris curbside between the sidewalk or property line and the curb. Debris should be separated behind the curb into the following categories: vegetative, construction and demolition, appliances and white goods, electronics, and household hazardous waste. Normal household garbage and recyclables will not be collected with storm debris. Continue to follow your normal garbage and recycling collection schedule.

PLACE ALL STORM DEBRIS CURBSIDE



NO PICKUP ZONE Any debris placed behind the sidewalk toward your property will NOT be picked up.



NORMAL HOUSEHOLD TRASH

Normal household waste and recyclables will not be collected with storm debris. You should continue to follow your normal garbage removal schedule.



VEGETATIVE DEBRIS

Vegetation includes logs, plants, tree branches, etc. Do not bag.



CONSTRUCTION & DEMOLITION DEBRIS

Building materials, drywall, lumber, plumbing, gypsum wallboard, glass, metal, tile, floor/window coverings and pipe fall into this category.



BULKY ITEMS

Furniture, mattresses, etc. fall into this category.



ELECTRONIC WASTE

Computers, radios, stereos, televisions and other devices fall into this category.



APPLIANCES & WHITE GOODS

Air conditioners, dishwashers, freezers, refrigerators, stoves, washers, dryers, water heaters, heat pumps and more fall into this category.

NEED TO KNOW NATURAL GAS

BEST IN THE NATION

NATURAL GAS UTILITY

DETECTING GAS LEAKS

If customers smell the distinctive rotten-egg odor associated with natural gas, they should leave the area immediately and move a safe distance away from the potential leak, while avoiding any action that may cause sparks. Never try to identify the source of a leak or stop the leak yourself. Call City of Tallahassee Natural Gas department immediately at 850-891-5112, and our professionals will respond.

NATURAL GAS GENERATORS

During a power outage, natural gas generators provide continuous fuel supply from an existing natural gas line. While these units are available in a range of sizes to meet various energy needs, customers are encouraged to contact City of Tallahassee Natural Gas prior to installation to determine whether their service line and meter meet load requirements for the generator's safe and efficient operation.



811 Flag Color Codes What do they mean?

-  ELECTRIC CABLE & CONDUIT
-  GAS, OIL, OR PETROLEUM
-  COMMUNICATIONS & TELECOMM
-  IRRIGATION OR RECLAIMED WATER
-  DRINKABLE WATER
-  SEWERS AND DRAINAGE
-  PROPOSED EXCAVATION SITE
-  TEMPORARY SURVEY MARKS

DAMAGE PREVENTION

Strong winds and saturated grounds could cause trees to become uprooted. Before removing downed trees, customers should contact Sunshine 811 by calling 8-1-1 to have the location of underground utility lines marked because downed trees could become tangled with the natural gas lines.

METER SAFETY

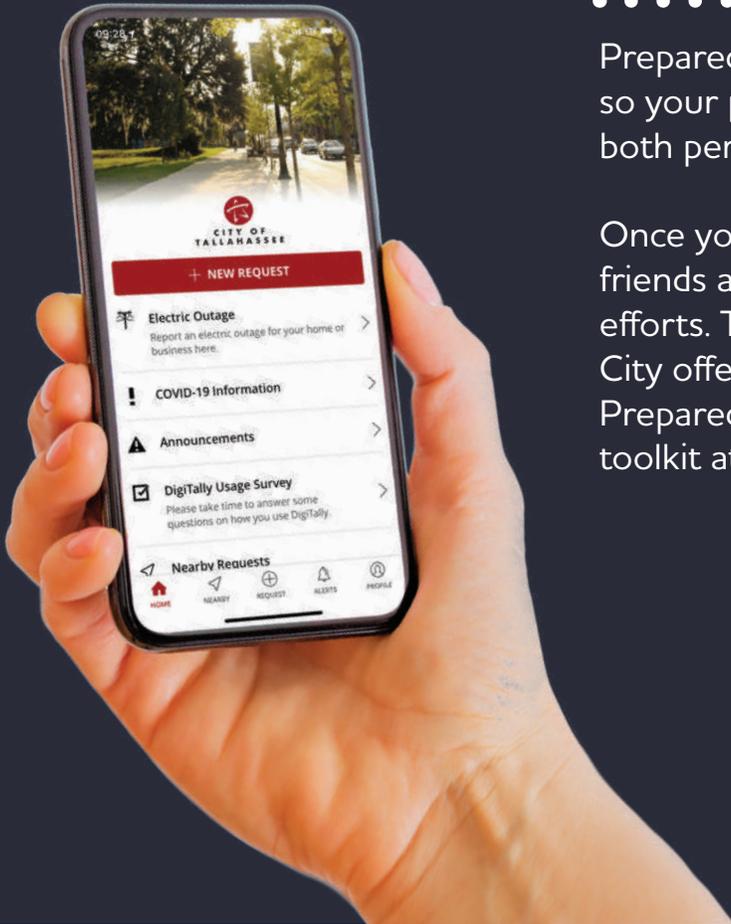
Customers are encouraged to know where their natural gas meter is. Following a weather emergency, they should ensure the natural gas meter is visible and the area surrounding the meter is free of trash and debris.

APPLIANCE SAFETY

Customers are advised to leave their natural gas service on during a hurricane or severe storm. Most natural gas appliances have safety valves that shut off the flow of gas automatically if the pilot light goes out.

If flooding occurs at a residence or business and the gas appliances are under water, customers are advised not to operate their appliances until a safety inspection is conducted.

YOU'RE STORM READY!



Preparedness is not a one-time act. Life changes, so your plan and kit may change, too. Revisit both periodically during hurricane season.

Once you are prepared, reach out to family, friends and neighbors about their preparedness efforts. To help residents prepare together, the City offers its Plan for Readiness and Emergency Preparedness (PREP) program. Access the PREP toolkit at [Talgov.com/PREP](https://talgov.com/PREP).



WE'RE ALL IN THIS TOGETHER!



Hurricanes, tornadoes and other severe weather can cause widespread damage to Tallahassee neighborhoods and the community at large. While local emergency managers, utility crews, firefighters, law enforcement officers and other responders do an incredible job of keeping residents safe, they cannot do it alone. Individuals and neighborhoods play a vital role in surviving and recovering from a disaster. Personal preparedness can enhance safety and ease the recovery process. This ensures that Tallahassee is a truly resilient city – one that can survive and quickly recover from any disaster.

Thank you!



CITY OF TALLAHASSEE



FOLLOW, LIKE AND SUBSCRIBE TO THE
CITY OF TALLAHASSEE'S GENERAL NEWS
ACCOUNTS BY SEARCHING FOR @**CITYOFTLH** ON
FACEBOOK, TWITTER, INSTAGRAM AND YOUTUBE.

