



# CITIZEN EMERGENCY FAQs

- 1** If I am the first to see a wildfire get started or another emergency, whom should I contact?

Call 911. Try your best to identify the location & description to give first responders clear information. If it is safe, notify others in harm's way.

- 2** In an emergency, how will I be notified? (*Reverse 911, emergency phone alerts from the County, door to door alerts, sirens, radio, social media?*) How will I know if I need to evacuate?

This will depend on whether you are signed up for emergency alerts through the county. *A link to sign up is on the home page on the County website: [www.JacksonCounty.org](http://www.JacksonCounty.org).* Worst case scenario, a law enforcement officer would notify you at your residence. Television stations will use Emergency Broadcast system as well as radio stations.

- 3** In the event of a power outage with disruptions to cell phones and conventional means of communications, how will I receive updates?

Police and Fire using Bull Horns; emergency personnel might proceed door to door.

- 4** What steps can I take to be better prepared for a wildfire in the area?

Always have a go bag at all times, know your escape routes, prep your residence to withstand a fire, don't rely on others and be prepared to make decisions on your own. Contact Fire department for handouts on Firewise and residential preparation. *See the Rogue Valley Emergency Website: [www.RVEM.org](http://www.RVEM.org) for information on preparing for an emergency. It has a lot of useful information.*

- 5** What steps is the City taking to mitigate the danger of wildfire and prepare the community for a catastrophic event?

These steps include chipping programs, supporting and expanding Firewise communities, annual clean-up days, grants for thinning and fuel reduction, education of the community, adding interns to the Fire Department, enforcing codes to keep properties from becoming fire hazards, prohibiting burning when necessary, and approving an ordinance prohibiting fireworks citywide. Additionally the City is participating in mutual and automatic aid agreements locally and statewide. The City regularly reviews and updates its Emergency Operations Plan (*EOP*) and other key documents.

- 6** Where is the Emergency Operations Center? Will it be staffed 24/7?

Currently the EOC is City Hall but will change to the Fire Station once it is upgraded. Typically, an EOC is staffed 24/7 during an emergency.

- 7** Who will declare a State of Emergency? What is the process of such a declaration?

The Mayor will declare a State of Emergency, which will then be ratified by an emergency vote by the City Council.\*





**8** In an emergency, who is in charge? What are the key roles for City Administrator, Mayor, Fire Chief, Police Chief, City Council, Public Works?

During an emergency, Fire and Police will set up an Emergency Incident Command to coordinate information and planning.\*

**9** Will the police and fire stations be staffed 24/7 during an emergency?

Around the clock coverage for both police and fire is provided through our inter-agency agreements with neighboring jurisdictions. The Jacksonville Fire Department most likely will not be staffed 24/7 because staff will normally be out working on the incident, however, we will attempt to have our CERT members staff the phones at the station. Once the Fire Station becomes the EOC and it is activated, it will be staffed during the incident. The Police Station will be staffed during regular hours unless all personnel are out working on the emergency. If closed, there will be a sign posted on the door informing residents to proceed to the Emergency Operations Center and providing phone numbers of local police agencies assisting the situation.

**10** Where is the designated evacuation center?

Jacksonville Elementary School.

**11** What about my pets or livestock?

Contact Jackson County Emergency Management for assistance at 541-774-6790.

**12** What resources are available to help elderly or disabled members of the community?

Senior Services can provide help to elderly or disabled members.

**13** What does it mean to shelter in place?

Stay in your residence. Do not leave!

**14** What are the potential evacuation routes?

The main routes through town are Old Stage Road, Highway 238 and South Stage Road. (See *evacuation map*.)

**15** How will I know when it is safe to return?

You can contact your local Police or Fire departments or City Hall for updated information. Local Media should have current information as well.

**16** What resources will the City provide after a disaster?

Red Cross will be your main contact for assistance. FEMA will also offer assistance.

*\*For further information, please see chapter 8.04 of the Jacksonville Municipal Code.*