

Duval County Homeowner & Emergency Resource Guide

Jacksonville · Jacksonville Beach · Atlantic Beach · Neptune Beach · Mandarin · Southside

If someone is in danger, call 911 first.

Fire, a serious medical emergency, a crime in progress, a downed power line, an ocean rescue, or any immediate threat to life or safety. Call before you look anything up on this sheet. Call if you can; text only if you cannot safely speak.

EMERGENCY & PUBLIC SAFETY

Jacksonville Sheriff's Office — non-emergency Reports, questions, non-urgent law enforcement. General info 904-630-7600. Also the after-hours line for stray animals.	904-630-0500
City of Jacksonville — 630-CITY 630-CITY. The single number for most city services: trash, potholes, animals, drainage. Online 24/7 at myjax.custhelp.com	904-630-2489
Jacksonville Fire and Rescue — non-emergency Mon–Fri 8am–4pm. After hours non-emergency: 904-630-0522.	904-255-3280
Emergency Preparedness Division (Duval EOC) 515 N. Julia St. Storm information, evacuation, shelters.	904-255-3110
Jacksonville Beach Police — non-emergency Jacksonville Beach is a separate city with its own police department.	904-270-1661
Atlantic Beach Police — non-emergency 850 Seminole Road. Atlantic Beach is a separate city.	904-247-5859

POWER & UTILITIES

JEA — report a power outage Register by texting REG to 69532, then text OUT to 69532 to report. Outage map at outagemap.jea.com	904-665-6000
Beaches Energy Services — 24-hour outage SERVES JACKSONVILLE BEACH AND NEPTUNE BEACH (and Ponte Vedra Beach and Palm Valley). NOT Atlantic Beach, which is JEA. New service and billing:...	904-247-6171
Clay Electric — outages in outlying Duval Clay Electric serves parts of Duval. Registered users can text OUT to 855-939-3840. Do not report outages on social media or by email.	855-939-3840
Florida Power & Light — outages in parts of Duval FPL serves a Jacksonville footprint. If you are not sure who your provider is, check your bill.	1-800-468-8243
JEA — water, sewer and electric Also 800-683-5542. Outage reporting 24/7. Serves most of Duval. Water/sewer emergencies also use this number.	904-665-6000

HURRICANE & EVACUATION

AlertJax — emergency notifications THE ONE TO SIGN UP FOR. Free. Severe weather, flooding, emergencies and events. Runs on Everbridge.	—
JaxReady app GPS locates your evacuation zone, real-time threat levels, weather and wildfire maps, links to special needs registration.	—
Find your evacuation zone (A–F) Zone A is most vulnerable and evacuates first — INCLUDING all manufactured and mobile homes. Zone F accounts for rainfall flooding.	—
NOAA Weather Radio settings 162.550 MHz, Jacksonville transmitter KHB-39.	SAME code 012031
Hurricane shelters Openings announced per storm through media, social media and the JaxReady app. Pet-friendly shelters take dogs, cats, rodents, birds and rabbits —...	904-630-2489
Special medical needs registration YOU MUST RE-REGISTER EVERY YEAR. For people dependent on electricity or oxygen, or with physical, medical, cognitive or sensory disabilities....	904-255-3172
Evacuation routes Beaches residents go west on JTB, Beach Blvd or Atlantic Blvd, then through downtown to I-10 West.	904-255-3110

Do this before hurricane season, not during it

Register for **AlertJax** at jaxready.com — free, and it notifies by address, so register the address you actually live at.

Your evacuation zone: Six zones, A–F. Look up your address at maps.coj.net/evsearch. **Every manufactured and mobile home is Zone A.**

NOAA Weather Radio: SAME code **012031** · 162.550 MHz (Jacksonville). Enter the code as six digits.

This is a free reference list, not an emergency service. North Star Mortgage Network, Inc. does not answer emergency calls, dispatch help or monitor this sheet. If someone is in danger, call 911. If you need help urgently and it is not a 911 emergency, call the agency's main number and talk to a person. **Information last verified 28 August 2026** against official government and utility sources. Numbers, alert systems, utility service areas and shelter procedures change, and we cannot guarantee any listing is current when you read it. Confirm anything important with the agency. In an emergency, follow current instructions from your county Emergency Management office over anything printed here. Nothing here is medical, legal, insurance or tax advice.

TRASH, RECYCLING & STORM DEBRIS

Trash, recycling, yard waste, bulk — 630-CITY	904-630-2489
Garbage — weekly, out by 6am	904-630-2489
Recycling — EVERY OTHER WEEK	904-630-2489
Yard waste — weekly	904-630-2489
Bulk items, tires and appliances	904-630-2489
Household Hazardous Waste	904-387-8847
Storm and hurricane debris	904-630-2489
Jacksonville Waste and Recycle app	—
Trail Ridge Landfill	904-255-7355

ROADS, POTHoles & DRAINAGE

Potholes, drainage and street issues — 630-CITY	904-630-2489
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ANIMALS, PETS & BEACHES

Animal Care and Protective Services	904-630-2489
Lost or found a pet	904-630-2489
Jacksonville Beach Ocean Rescue	904-270-1685

New homeowner checklist

- ☐ **Homestead Exemption** — deadline is **March 1** and nobody files it for you
- ☐ Register for **AlertJax** with your new address
- ☐ Look up your **evacuation zone**
- ☐ Find out who your **electric** provider is — check the bill
- ☐ Find out who your **water and sewer** provider is
- ☐ Confirm your **garbage and recycling** day and rules

PROPERTY, TAXES & COUNTY OFFICES

Property Appraiser — Homestead Exemption	904-255-5900
Tax Collector	904-255-5700
Clerk of Courts — official records	904-255-2025
Clerk of Courts — passports	904-255-2000
Supervisor of Elections	904-255-8683
Military Affairs and Veterans Department	904-255-5550
Florida Department of Health in Duval County	904-253-1000

STATEWIDE & FEDERAL

Emergency — police, fire, medical	911
Florida Poison Control	800-222-1222
988 Suicide & Crisis Lifeline	988
211 — United Way of Northeast Florida	2-1-1 or 904-632-0600
Call Before You Dig	811
FL511 Florida traveler information	—
FWC nuisance alligator hotline	866-392-4286
FWC Wildlife Alert	888-404-3922
FWC injured or orphaned wildlife guidance	—
FWC living with wildlife	—
Florida Insurance Consumer Helpline	877-693-5236
FEMA Helpline	800-621-3362
DisasterAssistance.gov	—
Find an open shelter by text	Text SHELTER + ZIP to 43362
Find a Disaster Recovery Center by text	Text DRC + ZIP to 43362
Disaster Recovery Center locator	—
Ready.gov hurricane preparedness	—

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“Your best interest is my principal concern.”

- ☐ Save the **Sheriff's non-emergency** number in your phone
- ☐ Save **Poison Control**: 800-222-1222
- ☐ Register anyone with **special medical needs** before the season
- ☐ Update your **voter registration**

We put this together because our clients kept asking for it. Free to print, free to share, no strings. Search the full version any time at nsmn.com/county-resources.

Mortgage programs available for qualified borrowers; program guidelines apply; rates and terms subject to change; all loans subject to credit approval.

Not an emergency service. Call 911 first if someone is in danger. Verified 28 August 2026 — reconfirm with the agency before relying on any listing. Follow your county Emergency Management office during an active emergency.