

FOR SPECIAL NEEDS

Effective: June 1, 2017



Hurricane Evacuation Guide

*What you need to
know in the case of
an evacuation*

Important contact information

City of Jacksonville

(904) 630-CITY

(904) 630-2489

www.coj.net

Jacksonville Transportation Authority

(904) 630-3100

www.jtafla.com



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Jacksonville Transportation Authority (JTA) is committed to helping our customers with special needs prepare for a hurricane. This guide has been prepared to help you understand which JTA services are available in the event of a hurricane evacuation.

For the safety of our employees and customers, evacuation services will cease prior to the onset of hurricane conditions. This includes all modes of transportation.

Be Prepared

- Evacuate early, make plans ahead of time. If possible stay with friends or family members in a safe location. Public shelters are available as a last resort for any resident.
- If available, private vehicles are the quickest and easiest alternative for evacuating.
- In an emergency, customers using JTA public transportation cannot select a specific shelter.
- Be patient, the evacuation process is time consuming and may take several hours.

Public Shelters

During an evacuation order, public shelters will be announced and opened by public emergency officials only.

Do you have special needs?

When an evacuation order is issued, JTA will provide transportation for residents with special needs to a designated shelter.

Pre-registration with the city is required for special needs evacuation

Registration *does not* carry over from year to year.

How to register

Please call the City of Jacksonville Division of Emergency Preparedness at **(904) 255-3110**.

Once registered, JTA can transport customers to designated special needs public shelters.