

FIXED ROUTE CUSTOMERS

Effective June 1, 2020

Hurricane Evacuation Guide

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



The Jacksonville Transportation Authority (JTA) is committed to helping our customers prepare for a hurricane. This guide has been prepared to help you understand what JTA services are available to you and your family in the event of a **city-ordered evacuation due to a hurricane emergency**. Understanding the services that are available during an evacuation order will help you **PLAN NOW** for the best option for you and your family members.

Evacuation Options

If an evacuation order is issued for your neighborhood and you cannot leave the area, the JTA will provide free transportation to open public shelters only. During an evacuation order and depending on where you live in Jacksonville, there are two ways to use JTA services:

1. Take any JTA bus marked “**Evacuation Shuttle**” on a regular JTA bus route before the announced cut off time.
2. Go to any one of the specially-designated public pick-up locations:

Fletcher High School

700 Seagate Avenue
Neptune Beach, FL 32266

Mayport Middle School

2600 Mayport Road
Atlantic Beach, FL 32233

Baldwin Middle-High School

291 Mill Street, West
Baldwin, FL 32234

Jacksonville Beach Elementary

315 South 10th Street

Jacksonville Beach, FL 32250

You will be taken to a transfer center where you will change buses and then transported to a public shelter.

Note: The JTA must discontinue all regular and evacuation services at an announced cut-off time (determined by city emergency officials) to ensure residents and employees are in a safe location before hurricane effects are expected. This includes all modes of transportation.

Key Points to Know

- **Please be patient.** Transport and transfer during a hurricane evacuation may take several hours.
- **Private vehicles** with family and friends are always the quickest and easiest alternative for evacuating.
- In an emergency, customers using JTA public transportation **cannot choose their shelter destination.**
- **The JTA will only transport pets which are approved by the City of Jacksonville's Emergency Operations Center.** Only the following household pets are allowed at shelters: dogs, cats, rodents (such as hamsters, gerbils, etc.) birds and rabbits. No reptiles are allowed at shelters. Animals must be cared for by their owners when in pet-friendly shelters. For more information, please contact the City of Jacksonville at (904) 630-CITY.

Areas NOT Serviced by JTA Routes

If there is no JTA bus service in your area during a hurricane, call **(904) 630-CITY** or **(904) 630-2489** to receive instructions on evacuating.

Special service will be available and staff will help you identify your options.

In Summary

Please remember, it is **BEST** to make plans ahead of time and stay with friends or family members outside of the evacuation zone.

Public shelters are available as a last resort for any residents.

During an evacuation order, public shelters will be announced and opened by the City of Jacksonville Emergency Operations Center only.

Important Contact Information

**Jacksonville
Transportation Authority**
(904) 630-3100
www.jtafla.com

City of Jacksonville
(904) 630-CITY (2489)
www.coj.net

