

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 with special needs prepare for a hurricane. This guide has been prepared to help you understand what JTA services are available 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 your needs.

## Key Points to Know

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- **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.
- **Please be patient.** Transport and transfer during a hurricane evacuation may take several hours.
- If available, **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**.

## Public Shelters

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

## If You Have Special Needs

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

**Pre-registration with the city is required every year for special needs evacuation.**

**Registration DOES NOT carry over from year to year.**

## How to Register

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Please call the City of Jacksonville Division of Emergency Preparedness at **(904) 630-3758**.

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

**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.

## **In Summary**

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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 (EOC).

## **Important Contact Information**

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### **Jacksonville Transportation Authority**

**(904) 630-3100**

**www.jtafla.com**

### **City of Jacksonville**

**(904) 630-CITY (2489)**

**www.coj.net**

