

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.

Conclusion

Please remember, it is **BEST** to make plans ahead of time and stay with friends or family members out 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 public emergency officials only.

Important contact information

City of Jacksonville

(904) 630-CITY
(904) 630-2489
www.coj.net

Jacksonville Transportation Authority

(904) 630-3100
www.jtafla.com

FOR FIXED ROUTE CUSTOMERS

Effective: June 1, 2017

Hurricane Evacuation Guide

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



**JACKSONVILLE
TRANSPORTATION
AUTHORITY**

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 evacuation services that will be 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, JTA does 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 four 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 Tenth Street
Jacksonville Beach, FL 32250

3. You will be transported to a transfer center where you will change buses to be transported to a public shelter.

Note: JTA must discontinue all regular and evacuation services at an announced cut-off time (determined by city emergency officials) to ensure that residents and employees are in a safe location before hurricane effects are expected. This includes bus, trolley, Community Shuttle, Skyway and Connexion services.

Information to know ahead of time

- Please note transport and transfer during a hurricane evacuation may take several hours.
- Keep in mind due to the emergency, evacuees cannot choose their shelter destination.
- Private vehicles with family and friends are always the quickest and easiest alternative for evacuating.
- JTA will only transport EOC designated household pets. No reptiles are allowed at shelters. Only the following household pets are allowed at shelters: dogs, cats, ferrets, hamsters, and small rabbits. Animals must be cared for by their owners when in pet friendly shelters. For more information on pet friendly shelters please contact the City of Jacksonville at (904) 630-CITY.