

## 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](http://www.coj.net)

#### Jacksonville Transportation Authority

(904) 630-3100

[www.jtafla.com](http://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) 225-3110**.

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