

## How RTA Restores Service After a Storm

Once a storm passes, RTA begins restoring transit service in phases. Here's what to expect:

- **Safety First:** We inspect routes for flooding, debris, downed power lines, and structural damage.
- **Paratransit & Critical Routes:** Service starts with paratransit and bus routes near essential services like hospitals, grocery stores, and Emergency Resource Centers.
- **Ferry Service:** Ferry service resumes once the Coast Guard reopens the Mississippi River, and only if there's no significant damage to the terminal, vessels, or docking infrastructure—and enough workers are available to operate safely.
- **Gradual Reopening:** Bus and streetcar lines return as streets are cleared and more operators become available.
- **Free Return Rides:** After a mandatory evacuation, RTA provides free rides for evacuees from the Union Passenger Terminal (UPT) back into neighborhoods.
- **Stay Updated:** Get service alerts through norta.com, the Le Pass app, and NOLA Ready texts.

Service restoration depends on storm damage, road access, and staff availability. We appreciate your patience as we restore transit safely.

SAFFIR-SIMPSON HURRICANE WIND SCALE		
Category	Winds (Mph)	Damage
1	74 - 95	Some
2	96 - 110	Extensive
3	111 - 129	Devastating
4	130 - 156	Catastrophic
5	157+	Catastrophic

## Le Pass App

Plan. Pay. Ride.

- Real-time information
- Mobile payment
- Plan Trips

Download *Le Pass*



### FOR MORE INFORMATION



Call **311**, text **NOLAREADY** to **77295** or visit the City of New Orleans online at [ready.nola.gov](http://ready.nola.gov).



Visit [norta.com/hurricane](http://norta.com/hurricane) or follow RTA on social media.



Scan for latest RTA Hurricane Prep Info



# Hurricane Evacuation Guide

Use this guide to plan your evacuation using RTA services.



## Make a Plan

Now is the time to get prepared.

- Decide whether to evacuate or shelter in place before the storm. In the event of a mandatory evacuation, all residents and visitors must evacuate.
- Connect with your support network of neighbors, friends, and relatives who can assist you in an emergency.
- Inform your family and friends of your plan and determine how you will maintain contact with one another.
- Designate someone in your support network to keep an extra key to your home, access your emergency supplies and medication, and to check in on you.
- Stay in touch, stay informed. Listen to your radio or TV and keep aware of changes in a storm. Sign up for **NOLA Ready Emergency Alerts**. Text **NOLAREADY to 77295** or visit **ready.nola.gov** for more options.
- Consider whether you can safely manage on your own during and after a storm.
- If you have a service animal or pet, make a pet evacuation kit that includes: a carrier, copies of vaccination records, ID tag, collar, leash, bowls, medications, food, manual can opener, and a photo of your pet. Small pets (20 pounds or less) that fit in a carrier on your lap are permitted on RTA buses. If you have a larger pet (greater than 20 pounds), contact 311 for special assistance from RTA and Louisiana SPCA.
- Don't wait to make your plan. Visit **getagameplan.org** and **ready.nola.gov** to prepare your home and family for hurricane season.

Sign up for Smart911 and include any medical or mobility needs, especially if you use electricity-dependent equipment or have a disability. This will enable you to receive customized alerts and resources that may be available during all types of emergencies.

**Visit [smart911.com](https://www.smart911.com) or download the Smart911 app (Apple Store or Google Play).**

## Create a List

Prepare for a loss of power when you won't have access to your cell phone or computer.

- Write down key contacts and information: family and friends, your doctor, pharmacist, and local emergency services.

## What Can I Bring on the Bus When Evacuating

- Pack light and bring only one carry-on-size bag to allow space for all evacuees. The Smoothie King Center and state buses will have **LIMITED** space and will not allow you to bring more than one bag. Your bag should be able to fit on your lap.
- Pack at least two weeks of essential supplies, including a list of your medications.
- Bring important documents like insurance policies, Social Security cards and birth certificates, as well as extra cash. Consider securing them in plastic bags to ensure that they're waterproof.
- Something that can help us figure out who you are, like an ID card. However, an ID card is not required to board RTA buses during an evacuation.
- Small pets (20 pounds or less) that fit in a carrier should have an ID collar, leash, and medications. Your pet will be processed separately at the Smoothie King Center and taken safely to a state pet shelter where you will be reunited with them upon return.

## How to Get to the Orleans Parish Pick-Up Point (Smoothie King Center)

To evacuate downtown to the Smoothie King Center, board fare-free at any RTA bus stop on the inbound side of the street. In addition, riders can use the Transit Hubs (Main Library, New Orleans East Library, City Park Cemeteries, Willy Terminal, and Gentilly) to catch an evacuation bus. For assistance in locating an inbound stop, riders can call Rideline at 504-248-3900 or use the LePass app. This emergency service will not be available under a limited evacuation or shelter-in-place order.

## Other Qualifying Transport Options

Persons with mobility or medical challenges may qualify for point-to-point transportation via RTA paratransit or ambulance. Those persons should register for Smart 911 and request transportation by calling 311.

## Limited Evacuation or Shelter-In-Place Order

The City may order a limited evacuation of vulnerable persons to an alternative location for either transfer to state shelters or to shelter in place with emergency responders.

## Post-Storm Return

**Transportation Assistance:** After the storm, RTA will provide free transit rides from the Union Passenger Terminal (UPT) into your neighborhood for your return home. The number of bus routes leaving UPT may vary depending on whether a full or partial restoration of service is deployed.

**Emergency Resource Centers (ERCs):** The City of New Orleans is prepared to open several ERCs throughout the city. These centers will provide access to resources such as electricity, air conditioning, food, water, and Internet connectivity. As bus services are restored, RTA will adjust its fixed routes to provide transportation to ERCs.