



## *News Release*

Escambia County  
Office of Public Information and Communications  
34 West Government Street, Pensacola FL 32501

Hurricane Ivan Update # 63  
Date: September 29 2004  
Time: 1800

Page 1 of 10

### *Hurricane Ivan Situation Update*

#### **Citizen Information Line:**

- The Escambia County Citizens Information Line will be manned from 7:00 a.m. to 7:00 p.m. each day. The phone is (850) 595-3344

#### **Community Services:**

- Please use the following number listed to contact Community Services personnel until further notice
  - Community Services Director, Marilyn Wesley, 595-3324, 554-3076
  - Workfare program, Carla Jones, Chief, 554-3077
  - Community Centers, Valerie Jones, Chief, 554-3078
  - Veterans Services, Jerry White, (Monday, Tuesday, & Wednesday only) 471-7694
  - Indigent Burial Program, etc., 595-3324
- Staff is available at the above numbers from 8:00 a.m. through 5:00 p.m.

#### **Price Gouging:**

- Complaints on price gouging of services or goods contact State Attorney's Office at 595-4253 or local law enforcement.

#### **Beaches:**

- The Santa Rosa Island Authority established a resident hotline at (850) 932-1500 from 9 a.m. to 5 p.m.
- The Santa Rosa Island Authority will hold a community meeting on Thursday, September 30, 2004 at 5:00pm at the Gulf Breeze United Methodist Church, 75 Fairpoint Drive, to provide an update on Pensacola Beach.

#### **Distribution Center:**

- The following site is open for the distribution of ice and water from 10:00 a.m. to 6 p.m.:
  - Old Warrington Village Shopping Center – 400 Blk N. Navy Blvd.

#### **FEMA Assistance:**

- Escambia County residents may apply for FEMA assistance by calling 1-800-621-FEMA. Residents who sustained damage from Hurricane Ivan must register to be eligible for assistance. When you apply for disaster assistance please have the following available:

## ***Hurricane Ivan Situation Update***

- Social Security Number (including spouse)
- Address and zip code of the damaged property
- Directions to the damaged property
- Telephone numbers where you can be reached during the day
- A Disaster Recovery Center (DRC) is established in Century at the Ag Center on Industrial Park. A DRC is a facility where persons can meet face-to-face with represented Federal, State, local, and volunteer agencies.
- Anyone representing FEMA will have credentials indicating they are an official representative.

### **Building Inspections & Permits:**

- The Escambia County Building Inspections Office has returned to their permanent location at 3300 Pace Blvd., Ste 300 and can be reached at (850) 595-3550.
- Building permits for the City of Pensacola can be obtained at the Code Enforcement Building, 2761 North Palafox St. An Escambia County license is required.

### **Escambia County Clerk of the Circuit Court:**

- Juvenile Court Date. If you missed a juvenile court date between Sept. 14 and 27, you must contact the Clerk of Court at 595-3780.
- Civil and Family Court: All civil and family court hearings and trials scheduled between Sept 14 through Oct 1, will be rescheduled. Please contact the judge's office for rescheduling information.
- Court Services and Pre-trial Diversion: These offices have temporarily relocated from the M.C. Blanchard Building to Community Corrections, 411 N. Spring St, Phone 595-3100.
- Check Diversion: This program has been temporarily relocated, but remains in the Town and Country complex at Fairfield Drive and Pace Blvd., phone 595-4095.
- Offices located at the Archives Building (120 E. Blount St.):
  - Administration – 595-4310
  - Accounting – 595-4140
  - Appeals – 595-0371
  - Archives – 595-4146
  - Circuit Civil – 595-4130
  - Circuit Criminal (Felony) – 595-4150
  - County Civil/Landlord and Tenant – 595-4170
  - County Criminal (Misdemeanor) – 595-4185
  - Court Division
  - Family Law – 595-4331
  - Marriage – 595-4182
  - MIS-Computer Room
  - Probate – 595-4300
  - Small Claims – 595-4170
  - Traffic – 595-4360
- Office located in the Civic Center (210 E. Gregory St) (Please call 595-4146)

## ***Hurricane Ivan Situation Update***

- Ernie Lee Magaha, Clerk of the Circuit Court, Executive Administration – 595-4310
- Jury Management – 595-4356
- Domestic Violence Intake/Restraining Orders – 595-4331
- Offices located at the Old County Courthouse (233 Palafox St)
  - Official Records - 595-3930
  - Clerk to the Board of County Commissioners - 595-3920
  - Finance - 595-4845
  - Tax Deeds - 595-3930
- Office located at the Juvenile Justice Center (2251 Palafox St)
  - Domestic Relations/Child Support - 595-3770
  - Juvenile - 595-3780
- The hotline to the First Judicial Circuit is: (850) 595-4400
- The websites are: [www.firstjudicialcircuit.org](http://www.firstjudicialcircuit.org) or [www.flcourts.org](http://www.flcourts.org).

### **Debris Removal Contractors:**

- Ash Britt, Crowder-Gulf or DRC have been hired by Escambia County to remove the debris on the County rights-of-way. There is no charge for this service. Any contractors attempting to charge Escambia County citizens for these services should be reported to the Sheriff's Department. If a citizen chooses to hire a private contractor for work on private property, that's their choice.
- It is possible that only part of your debris will be picked up at a given time and the company will return to pick up additional debris at a later date. Debris will continue to be picked up in all areas until an inspector clears the contractor.

### **City of Pensacola Government:**

- The City of Pensacola has established a call-in center to provide updated information to citizens on matters affecting the city and pertaining to Hurricane Ivan and the subsequent cleanup. The center is open seven days a week from 7 a.m. to 7 p.m. Residents or others with questions concerning sanitation, governmental relocation, code enforcement, public safety, or any other issues pertaining to the City of Pensacola and all of its agencies can call 437-9112.

### **Pensacola Naval Air Station:**

- Any NAS personnel with housing related questions or issues, should call the Navy housing office at (850) 452-4412.
- All civilian employees who have not been recalled to duty will remain on excused absence, but should call their immediate supervisor if they have not already done so. Civilian employees with questions should call the Human Resources Office at 452-6070 or toll free at 1-877-854-3458, 3459 or 3463.
- The NHP pharmacy is open for business between the hours of 8 a.m. and 6 p.m. When the local curfew is lifted, regular hours will resume (8 a.m. to 8 p.m.). All new prescriptions will be processed at the hospital pharmacy. If unable to call refill in for

## ***Hurricane Ivan Situation Update***

automated processing (850/505-6459 or toll free 1-888/513-4164) the main pharmacy will process refills at the pharmacy window.

- The Naval Hospital will process new and refill prescriptions for Branch Medical Clinics Whiting Field, NATTC, Corry Station and NAS Pensacola.
- Main pharmacy number is (850) 505-6640;
- Automated refill line: 1-888/513-4164; locally 505-6459;
- Branch clinic Whiting Field pharmacy number (850) 623-7707;
- Branch clinic NATTC pharmacy (850) 452-8651 ext. 148;
- Branch clinic Corry Station pharmacy (850) 452-6326 ext. 208;
- Branch clinic NASP pharmacy (850) 452-5242 ext. 117.

### **Utilities:**

#### ➤ **Emerald Coast Utilities Authority (ECUA):**

- 31 water wells are online
- 250 of 271 lift stations are online.
- Citizens are urged to continue to conserve water.
- A boiled-water advisory has been lifted for Escambia County.
- Citizens are urged to report water leaks by calling 476-0480.

#### ➤ **City of Pensacola Sanitation:**

- Regular garbage collection has resumed.

#### ➤ **BellSouth**

- Extra support forces have arrived from South Florida, Georgia, Indiana, Wisconsin, Ohio, Michigan, Texas, Kansas, Oklahoma and Mississippi. They will remain in the Pensacola area for approximately two weeks.
- Reporting 80% of customers have phone service.
- Customers can call BellSouth for repair service at:
  - Residential repair from a BellSouth phone, dial 611; from wireless or non-BellSouth phone or outside of Florida, dial 1-800-432-1424.
  - Business repair from a BellSouth phone, dial 866-620-6900; from wireless or non-BellSouth phone or outside Florida, dial 1-800-252-0803.

#### ➤ **Gulf Power**

- Reports approximately 17,401 citizens are still without power. Still working hard on restoring.
- More than 95% of the customers have power restored system wide.
- Several areas received extensive damage and it will be next week before power is restored. These areas are: Cantonment, Star Lake, Scenic Hills, Molino, Cordova and central areas of Brentwood.
- To report power problems, call 1-800-GUPOWER (487-6937).

#### ➤ **Escambia River Electric Cooperative, Inc.:**

- 90% of Escambia River's service area now has power.
- Call our outage response number 1-800-235-3848 if you see a power related emergency or if your neighbor has power and you do not.

#### ➤ **Energy Services of Pensacola (ESP):**

## ***Hurricane Ivan Situation Update***

- Call 474-5300 for all gas service requests.

### **Roads:**

- The following are updates on roads and bridges in Escambia County:
  - Highway 98 is open from the Florida state line through to Okaloosa County.
  - Highway 90 is open. One lane eastbound will be closed between 7:00 p.m. and 6:00 a.m. at the “fill” area (in Santa Rosa County).
  - SR 292 Perdido Key Road: anticipated opening – late January
  - SR/County Road 399 roadway on Santa Rosa Island – roadway is washout out on the sections where it has been viewed (the road is 22 miles long, but getting to the Island has been difficult due to the bridges being out) – being accessed and should be under contracted for repairs by Monday Sept. 27.
  - Bob Sykes Bridge is open to emergency vehicles; anticipated opening is Wednesday, Sept. 29
  - SR 8 (I-10) Escambia Bay Bridge: anticipated opening – Mid-October
  - Millview Bayou Bridge (SR 298) in Santa Rosa County is open. Some delays should be expected as repairs continue.
  - SR 191 Garcon Point Bridge is open. Some minor delays may occur while work is finished. Tolls will be reinstated effective 6:00 a.m Thursday, September 30, 2004.
  - Crews from C.W Roberts will continue working to open the entire stretch of US 98 between Fort Walton Beach and Destin to all four-lanes of traffic within 120 days.
  - The detour for cars/light trucks will be moved to US 90, the route that is the parallel to I-10, and commercial trucks will move to the current detour for cars.
  - 80% of all local roads are cleared. The total system should be open by Friday except those areas previously specified.
  - 83% of the signals in the impacted area are operating. The remaining signals have a higher degree of damage.
- A \$26 million emergency project to rebuild the damaged Interstate 10 Bridge over Escambia Bay in Pensacola is underway, according to the Florida Department of Transportation (FDOT).

### **Escambia County Area Transit:**

- ECAT resumed full service effective Wednesday, September 29, 2004, with the exception of the following areas:
  - Route 21 to Pensacola Beach
  - Route 22, traveling Scenic Highway to UWF
  - No evening service – routes 31, 32, 33, 34, & 35
- For additional information contact ECAT at 595-3228.

### **Escambia County Animal Regulation/Control:**

## ***Hurricane Ivan Situation Update***

- Escambia County Animal Control and The Animal Shelter can be reached at 595-3075 for non-emergency calls, and 595-3080 for emergencies. The Animal Shelter resumed normal operating hours 9 a.m. – 4 p.m. Monday – Saturday.
- Injured wildlife should be taken to the Wildlife Sanctuary, 105 N S Street, Pensacola.

### **Burn Ban:**

- The Escambia County Board of County Commissioners established an emergency ordinance implementing a Burn Ban for the County until further notice. Low water pressure and water line breaks make burning brush extremely dangerous.

### **Red Cross:**

- Eligible residents at Washington High School shelter are in the process of transitioning to a shelter at the Fricker Center. This should be complete by Friday, October 1, 2004, so that the School District can prepare to reopen for classes.
- The East Brent Baptist Church Family Life Center service center, located at 4801 North Davis Highway, Pensacola, is open Monday through Saturday from 9:00 a.m. to 6:00 p.m.
- The Pine Forest Methodist Church service center, located at 2800 Wild Lake Blvd, is open Monday through Saturday from 9:00 a.m. until 6:00 p.m.
- New Life Baptist Church, located at 700 Hecker, Century, has a mobile drive-through kitchen that is serving lunch from 11:30 am to 1:00 pm and dinner from 5:00 pm to 6:30 pm. They also have shower facilities available. People should bring their own towels, washcloths, and toiletries. Parking for the shower area is beyond the serving area.
- They will be opening their warehouse on Mobile Hwy and Fairfield Drive.
- There will be no case work done at the headquarters on Pace Boulevard.

### **Salvation Army Service**

- There is a new shelter at 1310 N. “S” Street. The bed capacity is 19 males and 17 females. The phone number is 432-1579.
- Based upon availability, The Salvation Army will distribute hot meals, free ice and water from 11:00 a.m. through 6:00 p.m. at the following feeding sites:
  - Pensacola:
    - St John Baptist Church, 1000 Pace Blvd (closed Sunday for worship service)
    - Bealls Outlet Shopping Center (Big Lots) 33 Brent Lane
    - The Salvation Army, 1501 N. “Q” Street
    - Pensacola Retirement Village, “L” and Avery Streets (The Salvation Army is holding worship services on Sunday)
  - Cantonment:
    - Former Winn Dixie Shopping Center, 406 S. Highway 29
  - Pace:
    - Pace Assembly of God, 3948 Hwy 90
- Roving Canteens:

## ***Hurricane Ivan Situation Update***

- Molino
- Florida Town
- Navy Point neighborhood

### **Army Corps of Engineers:**

- The Army Corps of Engineers will place temporary roof covering on homes damaged by the hurricane. Residents must complete a right of entry form before work can begin. Call 1-888-ROOF BLU for additional information.
- You may go to the following locations in Pensacola:
  - The Old Builders Square, 1412 West Fairfield Drive from 9 a.m. to 6 p.m
  - Former Winn Dixie, on N. Hwy 29, Cantonment, 8:00 a.m. to 6:00 p.m.
  - St. Ann's Catholic Church, Daniel Dr., Gulf Breeze, 8:00 a.m. to 6:00 p.m.
  - Warrington: Winn Dixie, 400 N. Navy Blvd, 8:30 a.m. to 5:30 p.m.
  - Ag Center, Industrial Road, Century, FL from 8:00 a.m. to 5:30 p.m.
  - Wal-Mart, 4600 Mobile Highway, Pensacola, from 8:00 a.m. to 6:00 p.m.
  - Wal-Mart, 2650 Creighton Road, Pensacola, from 8:00 a.m. to 6:00 p.m.
  - Food World, 6032 Highway 90, Milton from 8:00 a.m. to 6:00 p.m.
  - Old Eckerd Building @ intersection of Gulf Beach Highway and Innerarity Road in Perdido Key
- These are the locations where you need to go to sign the "right of entry" forms to get the blue tarps put on
- Operation Blue Roof will be working in the North End of the County starting tomorrow to enroll property owners who need tarps in the program.

### **Schools:**

- The target date for reopening the Escambia County schools is Oct 11.
- School District hotline number is 469-6373 for parents and employees.

### **Pensacola Junior College:**

- Classes will resume Monday, Oct. 4. The PJC Downtown Center and the NAS Center are closed indefinitely for repairs. Classes normally held at the Downtown Center will be moved to Pensacola campus, Building 10. Classes normally held on NAS will be moved to the Warrington campus, Building 3400.

### **Public Health/Safety**

- The water ban has been lifted in all areas of Escambia County.
- Owners of private wells need to make sure they have checked the water by using the test package that is provided by the Health Department.
- The Dept. of Health has established locations for mobile clinics to provide primary care (other than emergency care):
  - Quietwater Beach parking lot at Pensacola Beach
  - 17400 Perdido Key Drive (parking lot adjacent to Panama Macs)
  - 940 Massachusetts Avenue (Circle, Inc.)

## ***Hurricane Ivan Situation Update***

- Emergency mental health locations
  - CSU located at “J” and Avery (469-3497)
  - Baptist Hospital Emergency Room, 1700 “E” Street, Pensacola
  - Regular patients should go to Lakeview Center
- Dept. of Health and County Officials are urging all users of portable generators to exercise due care in order to prevent carbon monoxide poisoning. When operating a generator, be sure the generator remains outside the home or business. **DO NOT** operate a portable generator within a confined space such as a garage or in a home. Carbon Monoxide poisoning can be lethal.
- Fire stations are manned 24 hours a day at Perdido Key and Pensacola Beach.

### **Debris / Solid Waste:**

- The clean-up process will begin this week. Follow these debris separation procedures to expedite clean-up:
  - Vegetative debris (trees, brush, etc.)
  - Construction debris (shingles, etc.)
  - Household garbage
- Place your debris on the right-of-way in front of your property. When doing so, be certain not to hide or cover fire hydrants.
- Do not place leaves or vegetative debris in plastic bags.
- Officials are asking homeowners to remove all grocery contents from any refrigerated appliances being disposed. These contents are subject to decomposition or decay and should be placed in plastic bags with your normal garbage.
- Debris drop off sites open daily from 7:00 to 7:00. They are:
  - Dickson Park, 1102 Paulding Rd, Warrington
  - Chimes Way, 5002 Chimes Way, Pensacola
  - Escambia County Equestrian Center, 7750 Mobile Hwy, Pensacola
  - Old Ensley School Park, 107 E. Detroit Blvd., Pensacola
  - Regency Park, 8245 Fathom Rd., Pensacola
  - Don Sutton Park 2320 Crabtree Church Rd., Molino
  - Byrmeville, 1707 Hwy 4-A, Century

### **Emergency Operations Center:**

- The briefings will be held once a day at 8:00 a.m.

### **Mosquito Control:**

- With all the rain and standing water from Hurricane Ivan, Neighborhood Environmental Services Department would like to remind everyone of the Five “D’s” for mosquito control.
  - Dusk - Avoid being outside at dusk.
  - Dawn - Avoid being outside at dawn.
  - Deet - Use repellent with DEET as an ingredient.
  - Drain- Remove standing water in any thing that is located in the yard.
  - Dress- Wear light colored clothing and cover all exposed areas of skin.

## ***Hurricane Ivan Situation Update***

- Officials state they are in the process of setting up a program for damaged swimming pools to help control mosquito problems.

### **Water Safety:**

- Coast Guard officials established a safety zone that extends both soundside and Gulf side for three miles from the beach. This includes all coastal navigable waters between the west end of Big Lagoon to the east of Destin's East Pass, just off of Joe's Bayou. This restricts any boats from this area. The penalties include potential arrest under State Statute and Civil penalties under Federal Statute.
- In addition, Coast Guard officials are banning marine traffic in the Pensacola Bar Channel, Pensacola Bay Channel, Pensacola Approach Channel, Perdido Pass Entrance, and Perdido Main Channel.
- The Florida Marine Patrol advises boaters to avoid attempting to drive boats towards any barrier island. Missing and sunken boats make this action extremely dangerous.

### **United States Postal Service:**

- Pensacola City and Associates Offices are operating from 9 a.m. to 3 p.m.
- The main Post Office at Jordan Street is operational with limited services.
- NAS Branch is closed until further notice.
- Residents should ensure that there is a clear path to their mailboxes for mail delivery.
- The Postal Service is recommending that residents, whose houses were damaged, not change addresses. Please put a hold on your mail and pick it up at the post office.

### **Escambia County Government:**

- The Escambia County Property Appraiser's Office will be opening with limited services in their Molino office. Their phone number, 434-2735, will be working in the Molino Office. The Property Appraiser's website – [www.escpa.org](http://www.escpa.org) is also up and running. We apologize for the inconvenience.
- All Tax Collector offices are in full operation. For additional information, call 438-6500 ext. 252.
- Building Inspections moved back to their office in the Town and Country Plaza and can be reached at 595-3550. As they inspect electric panels and homes, they will be placing a green sticker on the meter box or house to indicate it has been inspected. This green sticker needs to remain until further notice.

### **Insurance Information:**

- Citizens should check credentials on anyone who claims to be an insurance adjuster to ensure the adjuster has been processed by the Florida Insurance Council.
- To question or report insurance fraud, contact The Division of Insurance Fraud at (850) 453-7802.

***Citizen Information Line (850) 595-3344***

Hurricane Ivan Update 63  
Date: September 30, 2004  
Time: 1800

Page 10 of 10

***Hurricane Ivan Situation Update***

***Media Note: For more information, call Sonya M. Smith, Public Information Manager at***

***(850) 595-3315 or (850) 595-3362.***