



## *News Release*

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

Hurricane Ivan Update # 90  
Date: October 21, 2004  
Time: 1700

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### *Hurricane Ivan Situation Update*

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

- There is a recorded message for the citizen's convenience at (850) 595-3344.

#### **Community Services:**

- Please use the following number listed to contact Community Services personnel until further notice
  - Temporary location: 2257 N. Baylen Street (corner of N. Baylen & W. Maxwell Streets).
  - Mailing address only: 150 W. Maxwell Street, Pensacola, FL 32501-1719.
  - Staff phone number: 595-3130.
    - Community Services Director, Marilyn Wesley;
    - Chief, Human Assistance, Carla Jones;
    - Chief, Administrative Services/CS, Valerie Jones
    - Office Assistant, Sidney Sharp
  - Workforce Program Staff, phone number 595-3120
    - Lumon Scott
    - Doreatha Jackson
    - Patricia Watts
    - Joyce Singleton
    - Robert Currie
    - Beverly Freeman
    - Yulanda Matthews
  - Veterans Service Assistance, Please contact Jerry White at the following: 471-7694 (Temporarily located at the V.A. Clinic on Kenmore Road).
  - 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 (850) 595-4253 or local law enforcement.

#### **Bridges:**

- The toll on the Garcon Pointe Bridge has been reinstated.

#### **FEMA Assistance:**

- The deadline for applying for assistance is November 15, 2004.

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- The newly-established Florida Hurricane Housing Hotline, 1-888-472-1727, is intended only for Floridians in areas with no other housing available. The line is open from 7:00 a.m. to 9:00 p.m., seven days a week.
  - People calling for assistance with emergency housing should be ready to give their name, their FEMA case number if they have one, and how they can be contacted.
- Escambia County residents who sustained damage from Hurricane Ivan may apply for FEMA assistance by calling 1-800-621-FEMA. When you apply for disaster assistance please have the following available:
  - Family gross income
  - Date of damage
  - 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 a facility where persons can meet face-to-face with represented Federal, State, local, and volunteer agencies. Full service Disaster Recovery Centers (DRC) are open at the following locations:
  - Brent Oaks Shopping Center located at Palafox and Brent Lane.
  - Old Eckerds at the Food World Shopping Center on Sorrento Road.
  - Ag Center on Industrial Park in Century.
  - Former County Tax Office located at 292 Muscogee Road, Cantonment.
- Residents should call 1-800-621-FEMA prior to going to the DRC.
- Anyone representing FEMA will have credentials indicating they are an official representative.

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

- Civil and Family Court:
  - Civil and family court hearings have resumed. Locations for these hearings vary, please confirm the location for your hearing through your attorney's office. If you are not represented by an attorney, please contact the judge's office for the location.
- Criminal Court:
  - If you missed a criminal court date in Escambia County during the period of Tuesday, September 14 through Wednesday October 6, you MUST contact your attorney immediately or report to the Warrants Division of the Escambia County Sheriff's Department at 1200 W. Leonard Street for processing.
- Domestic Violence Court:
  - Until further notice, Domestic Violence Court hearings will be held each Wednesday at 8:00 a.m. at the Board of County Commissioners Chambers, 3<sup>rd</sup> floor, Old Courthouse, corner of Palafox and Government Street.
- Juvenile Court:
  - All juvenile arraignments, detention and shelter hearings, pre-trial conferences, delinquency dispositions and judicial reviews will be conducted at the Bruno



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- Court Reporters, (850) 595-4409
- Family Law Domestic Violence Injunctions, (850) 595-4492
- Family Law Pro Se (**Self Help**), (850) 595-4407
- Human Resources, (850) 595-4481
- Judicial Divisions, (No Changes)
- Court Services and Pre-Trial Diversion: These offices, previously located on the ground floor of the M.C. Blanchard Building, have been temporarily relocated to Community Corrections, 411 N. Springs Street, (850) 595-3100.

The websites are: [www.firstjudicialcircuit.org](http://www.firstjudicialcircuit.org) or [www.flcourts.org](http://www.flcourts.org).

### **Debris Removal Contractors:**

- A debris hotline (850) 595-2180, was established to help answer questions that relate to debris clean-up.
- Solid Waste Management Department has returned to their normal operations at Perdido Landfill as well as at the Oak Grove Facility.
- 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.
- All citizens are asked to ensure they stack the debris from their private property far enough away for any and all utility meters to prevent damage being done to these meters by debris removal equipment.
- 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.
- 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.
- 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 a.m. to 7:00 p.m. 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

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- Byrneville, 1707 Hwy 4-A, Century
- For removal of debris from State rights-of-way, contact (850) 981-3000.

### **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 will be open Monday thru Friday from 8:00 a.m. until 5 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 (850) 437-9112.

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

- The Base remains closed to visitors except for the Naval Aviation Museum and the Barrancas National Cemetery.
- The Base is 90 to 95% mission capable, with normal training having been resumed.
- The A.C. Reed Golf Course will reopen 18 of its 27 holes on Friday, October 22.
- The Navy Ball will go on as scheduled on November 10.
- The Air Show will go on as scheduled on November 12-13.

### **Utilities:**

- **Emerald Coast Utilities Authority (ECUA):**
  - All lift stations on the mainland are operational.
  - Water has been restored to the structures that are able to receive it in Grand Lagoon and Johnson Beach areas.
  - The #1 Wastewater plant on the beach is open.
  - ECUA is continuing work on Pensacola Beach and Perdido Key.
  - A boiled-water advisory has been lifted for mainland Escambia County and the core area of Pensacola Beach from the Sheriff's substation to Avenida 10 and on the north side of Via Deluna east to Avenida 22.
  - The water system is cleared on Perdido Key Drive to Gulfside Villas and in the Johnson Beach Road area.
  - Citizens are urged to report water leaks by calling (850) 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 until further notice.
  - Reporting 93% of Escambia County 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.

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- 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 10,753 citizens cannot get power until they repair or rebuild. Anyone else who does not have power and can receive it, should call 1-800-GUPOWER.
  - 100% of the customers who have structures that can accommodate power have power restored system wide, which includes the mainland and the beaches.
  - To report power problems, call 1-800-GUPOWER (850-487-6937).
- **Escambia River Electric Cooperative, Inc.:**
  - 100% of Escambia River's customers who can receive power have been restored.
  - 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):**
  - Call (850) 474-5300 for all gas service requests.

### **Roads:**

- The following are updates on roads and bridges in Escambia County:
  - SR 292 Perdido Key Road sustained significant roadway damage. The anticipated opening is in late January, 2005. Efforts are currently underway to make it passable.
  - Bob Sikes Bridge is only open to emergency vehicles and beach residents at this time.
  - SR 8 (I-10) Escambia Bay Bridge is open to two-way traffic on the westbound side. Permitted loads (oversized and over weight trucks) will use the following detours:
    - Westbound trucks exit I-10 at SR87, exit 31; northbound on Hwy 87 to US90 and west on US90 to SR 87; north on SR89 to SR4 then west on SR4 to US29; south on US29 to US90-A to I-10, exit 5.
    - Eastbound trucks use the previous directions but in reverse.
  - All State roads are now open.
  - Pine Barren Road is closed south of Highway 168.
  - Fannie Road is closed.
  - Highway 99 is open.
  - Dortch Road is currently being worked on.
  - Debris removal is continuing.
  - 100% of the signals in the impacted area are operating.
  - River Road: Met with contractors today and construction is due to start next Monday and will take approximately 4-5 weeks to complete. There will be a temporary drive for the condominium at the corner of River Road and Perdido Key Drive.

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

- ECAT resumed full service, including the weekends, with the exception of Route 21 to Pensacola Beach

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

- Escambia County Animal Control and The Animal Shelter can be reached at (850) 595-3075 for non-emergency calls, and (850) 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.
- For lost pets, please **do NOT call but** go to the Animal Control Office at 200 W. Fairfield Drive.

### **Burn Ban:**

- The Escambia County Board of County Commissioners established an emergency ordinance implementing a Burn Ban for the County until further notice.

### **Red Cross:**

- Two service centers are open from 9:00 a.m. to 6:00 p.m., Monday through Saturday (closed Sunday) at:
  - East Brent Baptist Church Family Life Center, 4801 N. Davis Highway,
  - Pine Forest Methodist Church, 2800 Wild Lake Blvd.
- There will be no casework done at the headquarters on Pace Boulevard. At the service center, each individual or family will have an opportunity to meet one-on-one with a trained caseworker to help determine needs and provide urgently needed assistance which may include new clothing, first month's rent, emergency home repairs, transportation, household items, medicines, groceries, counseling and tools. Red Cross may also be able to refer victims to other agencies, which can assist with their needs.
- Disaster victims who because of age, physical difficulty or similar reasons are not able to visit a Red Cross service center may call the Red Cross hotline at 1-866-438-4636. Hearing impaired callers may call TDD 1-800-526-1417.
- Olive Baptist Church kitchen and food distribution has closed.
- No casework will be done at the 3300 Pace Blvd office.

### **Salvation Army Service:**

- There is a homeless shelter located at 1310 N. "S" Street. The bed capacity is 40 males and 10 females. The phone number is (850) 432-1579.
- They are still taking applications for emergency utility and rent assistance, but by appointment only. Citizens can call (850) 432-1501 to make an appointment.
- They are still taking walk-in applications for Christmas assistance. Citizens can come to 1501 N. "Q" Street to submit this application.

### **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

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1-888-ROOF BLU (1-888-766-3258) for additional information. This information is free of charge. The deadline to sign up for the Hurricane Ivan Operation Blue Roof program is October 22, however, the Corps will continue to place free plastic sheeting on roofs for all who have signed ROE forms.

- The Corps of Engineers is asking people who applied for, but have not yet received material through Operation Blue Roof, to extend their Right of Entry (ROE) for an additional 30 days without filling out a second set of forms.
- The Corps will presume that the continued posting of a ROE form, or an ROE number on a property, grants the government and its contractors continuing permission to install a temporary “blue roof.”
- People who still require roof covering and who cannot be present when contractors are working in their areas may want to take further steps to assure the contractors are aware of this continued permission by either placing a sign in their front yards or attaching the original pink ROE on the door, crossing out the number 30 and replacing it with the number 60 by hand. Please initial the form.
- People who need to cancel their request for this assistance should call (850) 444-2900, remove all signs and pink sheets with ROE numbers and post a NO BLUE ROOF sign in their yard and on their front door for at least four days, allowing the Corps time to notify contractors the request has been cancelled.
- You may go to the following locations in Pensacola:
  - Former County Tax Office located at 292 Muscogee Road, Cantonment, 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.
  - Old Eckerd Building @ intersection of Gulf Beach Highway and Innerarity Road in Perdido Key from 7:00 a.m. to 6:00 p.m.
  - Old Scotty’s Building at Mobile Highway and Fairfield Drive from 8:00 a.m. to 6:00 p.m.
  - The Ag Building, Scotty's, Winn Dixie on Highway 29 and on Navy Boulevard will have “self help tarps”, all other locations will not have tarps. 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 is working in the North End of the County to enroll property owners who need tarps in the program.
  - For more information on Operation Blue Roof, please call (850) 444-2900.

### Schools:

- Longleaf Elementary School parents still in need of childcare should contact
- La-Vonne Have, with Campfire USA, the contractor for the Longleaf Elementary School Child Care Program, at (850) 476-1760. Those currently enrolled in the program do not need to call.
- Bellview Elementary School parents still in need of child care should contact Lynne Olsen, with the school district, at (850) 941-6064. Those currently enrolled in the program do not need to call.

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### **Public Health/Safety**

- 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.
- Emergency mental health locations:
  - CSU located at “J” and Avery (850-469-3497)
  - 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.

### **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.

### **Water and Boat Safety:**

- Under the Ports and Waterways Safety Act, the Coast Guard has established a temporary safety zone closing the navigable waters with the following exceptions:
  - Pensacola Bay and Escambia Bay are open to vessels with 10-foot draft or less, and the Escambia River is open with no restrictions.
  - The Pensacola Bay Channel and Pensacola Bar Channel are open with no restrictions. Aids to navigation in Pensacola Bay and Escambia Bay have not been verified and all mariners are urged to use extreme caution while transiting this area.
  - All mariners are urged to exercise caution when transiting waterways due to post Hurricane Ivan debris.
  - The Captain of the Port Mobile will inform the public through broadcast notice to mariners and press release on any changes.
- Anyone who has information or needs information on a boat, should call the Vessel Lost and Found hotline at 888-404-3922.

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

- Pensacola City and Associates Offices have resumed delivery to all accessible areas. Retail operations have returned to normal hours, **except for the McDavid Post Office. This office is closed until further notice.**

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- The Pensacola Plant is processing mail and the Pensacola Main Post Office (1400 W. Jordan Street) Retail (window) Unit is back to normal hours of 7:30 am to 5:30 pm., Monday through Friday.
- NAS Branch is closed until further notice. Residents can pick up their mail at the Warrington Post Office.
- 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 Property Appraiser's Office is now located in a temporary office. For limited services, please go to the office located behind the main office on Romano between 8:00 a.m. and 5:00 p.m., phone (850) 434-2735. Another temporary office is located in Molino. 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 (850) 438-6500 ext. 252.
- The Escambia County Public Information/Communications Office is now temporarily located in a trailer behind their old office at 34 W. Government. Phone number is (850) 595-3476.
- Building Inspections moved back to their office in the Town and Country Plaza and can be reached at (850) 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***

***Media Note: For more information, call Sonya M. Smith, Public Information Manager at (850) 595-3476***