



News Release

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

Hurricane Ivan Update # 99
Date: November 12, 2004
Time: 1730

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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.

Price Gouging:

- Complaints on price gouging of services or goods contact State Attorney's Office at (850) 595-4253 or local law enforcement.

Burn Ban:

- The burn ban has been lifted north of 9-Mile Road. However, anyone wishing to burn must first contact the Division of Forestry at (850) 957-6145. All of the department of Forestry's rules and regulations for outdoor burning apply.

FEMA:

- The deadline for applying for assistance is November 15, 2004.
- 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 (1-850-621-3362). When you apply for disaster assistance please have the following information 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 DRCs are open at the following location:
 - 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.

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- Anyone representing FEMA will have credentials indicating they are an official representative.
- Small Business Agency (SBA) applications must be returned to be eligible for any assistance. Failure to return the application will stop the process for assistance. For individuals, if the SBA determines a loan cannot be offered, you will be referred to FEMA for consideration of other possible grant assistance.
- Those who received a SBA application and have returned it are disqualifying themselves from other types of assistance.
- Disaster victims with insurance should apply as soon as possible, even if their insurance hasn't settled.
- The deadline to apply for a SBA loan is November 15, 2004.

FDOT:

- Working to restore the roadways on Hwy 399, between Pensacola Beach and Navarre, as well as the roadways on Perdido Key and Pensacola Beach.
- This work is due to be completed by January or February 2005.
- We are working to make Perdido Key passable within the next week.

Escambia County Clerk of the Circuit Court:

- Escambia County Courts
 - Judicial offices have re-opened at the M.C. Blanchard Judicial Center. However, some hearing will continue to be held off-site for the immediate future.
- Civil and Family Court
 - Family court hearings will resume fully at the Judicial Center on Monday, November 15, 2004. Civil hearing will continue to be held in varying locations for the immediate future.
 - If you are uncertain about the location of your hearing, please contact your attorney's office or the judge's office to verify your location.
- Criminal Court
 - All criminal court proceedings will be heard at the M.C. Blanchard Building.
- Domestic Violence Court
 - Domestic Violence Court hearings will continue to be held each Wednesday, at 8:00 a.m. at the Board of County Commissioners Chambers, 3rd Floor, Old Courthouse, corner of Palafox and Government Streets until further notice.
 - Wednesday afternoon hearings will be held at the M.C. Blanchard Building in a courtroom, as designed weekly.
- Juvenile Court
 - Emergency assignments remain in place for juvenile matters at this time.
 - Until further notice, all juvenile arraignments, detention and shelter hearings, pre-trial conference, delinquency dispositions and judicial reviews will be conducted at the Bruno Building, 1800 St. Mary's Avenue.

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- All juvenile trials and short miscellaneous hearings will continue to be held in the judge's hearing rooms at 2251 N. Palafox Street.
- For further information relative to juvenile court proceedings, please contact the Clerk of Court, Juvenile Division at (850) 595-3780.

- **Child Support Hearings**
 - Child Support Pay or Appear Programs in Escambia County is conducted at the Theodore F. Bruno Juvenile Justice Center, 1800 S. Mary's Avenue (next to the Escambia County Jail), Pensacola, Florida, on the first and third Tuesday of each month from 1:00 n- 4:30 p.m.

- **Traffic Infractions**
 - Traffic Infractions, have resumed at the M.C. Blanchard Building each Wednesday evening at 5:30 p.m.

- **Court Services and Pre-Trial Diversion**
 - These offices resumed business on the ground floor of the M.C. Blanchard Building on Wednesday, November 10, 2004.

- **Check Diversion**
 - This program was relocated, but remains in the Town and Country complex at Fairfield Drive and Pave Blvd, (850) 595-4095.

- **Clerk of Court**
 - The Honorable Ernie Lee Magaha, Clerk of Court, has announced that the following offices returned to the M.C. Blanchard Judicial Building effective Monday, November 8, 2004.
 - Administration
 - Accounting
 - Appeals
 - Circuit Civil
 - Circuit Criminal (Felony)
 - County Civil/Landlord & Tenant
 - County Criminal (Misdemeanor)
 - Court Division
 - Family Law
 - Jury Management
 - Legal
 - Probate
 - Traffic

- **Other Clerk's Office locations open for business:**
 - Archives Building, 120 E. Blount Street
 - Juvenile Justice Center (The Cobb Building), 2251 N. Palafox Street
 - Old County Courthouse, 223 S. Palafox Street
 - Century Courthouse, 7500 N. Century Blvd.

- **Court Administration**
 - Administrative Services 595-4400
 - Court Reporters 595-4409
 - Family Law Domestic Violence Injunctions 595-4492
 - Family Law Pro Se (Self Help) 595-4407

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- Human Resources 595-4481
- Judicial Divisions (no changes)

www.firstjudicialcircuit.org or www.flcourts.org

Debris Removal Contractors:

- A debris hotline (850) 937-2180 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 meter 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. Please follow these separation procedures:
 - 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 of. 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 5:00 p.m. They are:
 - Dickson Park, 1102 Paulding Road, Warrington
 - Chimes Way, 5002 Chimes Way, Pensacola
 - Escambia County Equestrian Center, 7750 Mobile Hwy, Pensacola
 - Old Ensley School Park, 107 E. Detroit Blvd., Pensacola
- The residential drop-off sites will close permanently at 5:00 p.m. on November 28, 2004.

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 open Monday thru Friday from 7:30 a.m. until 4:30 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.

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Pensacola Naval Air Station:

- Portions of the Base remain off limits due to hurricane damage. However, visitors can still go to 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 reopened 18 or its 27 holes.
- The Navy Ball will go on as scheduled on November 10, 2004.
- The Air Show will go on as scheduled on November 12/13, 2004. The gates open at 8:00 a.m. and the show begins at 10:00 a.m.
- Shoreline water is off limits.

Utilities:

➤ **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 95% 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.
 - 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:**

- Customers who have had repairs completed on their homes and inspections by the County should call 1-800-GUPOWER to request electric service. These connections are being handled as quickly as possible, but they take a little longer than usual.
- Customers also should call 1-800-GUPOWER to report power outages.
- More information can be found online at www.gulfpower.com.

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

- For emergency services and gas line location, please call (850) 474-5300 for all gas service requests.
- For questions about your bill and to reinstate service, please call (850) 435-1800.

➤ **Cox Communications:**

- Thanks to the tireless efforts of more than 1,000 workers from across the country, Cox Communications Gulf Coast announced on October 13th that it has restored service to all of its cable television and high-speed Internet customers in Northwest Florida ahead of schedule.
- Cable and high speed Internet service is now restored for the entire region, except those areas where homes are uninhabitable or additional utility pole work is pending.
- Cox Gulf Coast will credit customers' accounts for the days they were without service, even though their most recent bill may not have reflected that credit. Customers whose service is not operational should contact Cox at 478-0200.

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- Customer whose service is not operational should contact Cox at 478-0200.

➤ Roads:

- The following are updates on roads and bridges in Escambia County:
 - SR292 Perdido Key Road sustained significant roadway damage. The anticipated opening is in late January, 2005. Efforts are currently underway to make it passable.
 - 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 SR87; north on SR89 to SR4 then west on SR4 to US29; south on US29 to US90-A to I-10, exit 5. Eastbound trucks used the previous directions but in reverse.
 - All State roads are now open.
 - Both lanes on the Bob Sykes Bridge are open.
 - Hwy 99 at McDavid Creek is open.
 - Dortch Road Bridge is open.
 - Pine Barren Road Bridge, is south of Hwy 168, is now open.
 - Fannie Road Bridge is closed.
 - Debris removal is continuing.
 - 100% of the signals in the impacted area are operating.
 - River Road repairs will take approximately 4 to 5 weeks to complete. There will be a temporary drive for the condominium at the corner of River Road and Perdido Key Drive.

Escambia County Area Transit (ECAT):

- Starting Monday, November 1, 2004, ECAT will resume full services, including Pensacola Beach. Route 21 can only go to Casino Beach area.

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 9:00 a.m. to 4:00 p.m., Monday thru 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 Animals Control Office at 200 W. Fairfield Drive.

Red Cross:

- The Red Cross is continuing to operate a service center located at 6801 W. Jackson Street. There is no change in the hours of operation. New clients must call 1-866-GET-INFO (1-866-438-4636) to schedule a home visit prior to receiving services.
- There will be no casework done at the headquarters at 1741 N.

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Palafox. 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.

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.

Army Corps of Engineers:

- The deadline for applying for blue tarps has expired. However, the Army Corps of Engineers will continue to place temporary roof covering on homes damaged by the hurricane that had applied by that deadline. Residents must have completed a right-of-entry (ROE) form before work can begin. Call 1-888-766-3258 for additional information. The Corps will presume that the continued posting of a ROE form, or a ROW number on a property, grants the government and its contractors continuing permission to install a temporary "blue roof."
- People who need to cancel their request for this assistance should call 1-888-766-3258, 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 disaster recovery centers in Pensacola:
- Former County Tax Office, located at 292 Muscogee Road, Cantonment Ag Center, 6001-A Industrial Blvd Century, Florida Old Eckerd Building at the intersection of Gulf Beach Highway and Innerarity Road in Perdido Key
- For more information on Operation Blue Roof, please call (850) 444-2900.
- SBA applications not returned stop the assistance process.
- For individuals, if the SBA determines a loan cannot be offered, you will be referred to FEMA for consideration of other possible grant assistance.
- Those who received an SBA application and have not returned it are disqualifying themselves from other types of assistance.
- Disaster victims with insurance should apply as soon as possible, even if their insurance hasn't settled.
- The deadline to apply for an SBA loan is November 15, 2004.

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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 (985) 476-1760. Those currently enrolled in the program do not need to call.
- Bellview Elementary School parents still in need of childcare should contact Lynne Olsen, with the School District, at (985) 941-6064. Those currently enrolled in the program do not need to call.

Public Health:

- 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
- Department 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.

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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.
- 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 a.m. to 5:30 p.m., Monday through Friday.
- NAS Branch has a mobile Retail Unit located at Building 648, Monday through Friday, 9:00 a.m. to 4:00 p.m. for residents' use.
- 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 back in their original offices. Customers can gain access through the front door, and the phone number is still (850) 434-2735. Customers can gain access through the front door, and the phone number is still (850) 434-2735. The Property Appraiser's website – 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 Street. 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 Fraud at (850) 453-7802.

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Citizen Information Line (850) 595-3344

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