

Hurricane Irma Recovery Information



FOR QUESTIONS ABOUT STORM DEBRIS PICKUP:

813-274-8811

FOR QUESTIONS ABOUT SOLID WASTE COLLECTION:

813-274-8811

TO REPORT FALLEN TREES ON PUBLIC PROPERTY:

813-274-5744

TO REPORT FALLEN TREES ON PRIVATE PROPERTY:

813-274-3100, option 4

FOR INFORMATION ON PARKS & RECREATION PROGRAMMING:

813-274-8615, option 1

TO REPORT INOPERATIVE TRAFFIC LIGHTS AND ANY OTHER ROAD HAZARDS:

813-274-3101

FOR ASSISTANCE WITH DAMAGE TO YOUR HOME CAUSED BY HURRICANE OR RENTAL ASSISTANCE:

813-274-7954

TO REPORT WASTEWATER ISSUES:

813-259-1693

TO REPORT WATER ISSUES:

813-274-8121

CITY OF TAMPA SOLID WASTE INFORMATION:

City of Tampa Solid Waste and Environmental Program Management is aggressively working to collect and disposal of debris resulting from Hurricane Irma.

The following debris collection and drop-off services will be offered to City residents:

- Residential and Commercial regular garbage collection resumed service today, Tuesday, September 12, 2017. Customers normally serviced on Monday were collected Tuesday; Tuesday collection will occur on Wednesday; Wednesday collection will occur on Thursday; Thursday collection will occur on Friday.
- Storm specific related debris collection will begin on Thursday, September 14, 2017 and continue through Friday, October 13, 2017. Debris should be separated by material type (i.e. white goods, construction material, vegetative debris) placed at the curb.
- McKay Bay Disposal Facility re-opened today at 7:00am and began accepting storm debris. As residents and business disposal of added debris, wait times are expected to be longer than usual.
- SWEEP service is currently suspended until further notice.

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TECO INFORMATION:

Tampa Electric expects to restore power to essentially all customers by Sunday night. Tampa Electric plans to provide more geographically-specific restoration times as soon as we can. Some customers with more complex damage may take longer to restore.

Tampa Electric offers customers several ways to report power outages:

- The fastest, easiest way to report an outage is to visit tecoaccount.com/outage.
- Also, enroll in Power Updates from tecoaccount.com to text outage reports or get service updates via text, phone or email.
- Update the phone number and email associated with your account at www.tecoaccount.com/yourprofile. This helps when you report an outage.
- Residential and commercial customers may call Tampa Electric's dedicated toll-free automated power outage phone system at 1-877-588-1010 to report a power outage or electric emergency.

Customers can monitor and track outages in their neighborhoods through the outage map at tampaelectric.com/outagemap. The map displays the cause, status and estimated restoration time. Tampa Electric also will use Twitter @tampaelectric and Facebook to keep customers informed about outage restoration.

Tampa Electric would like to remind customers to be safe after a storm:

- Remember to keep away from downed power lines and urge others to be extremely cautious.
- Remember to use portable generators safely. Plug your appliances directly into the generator. DO NOT connect your portable generator into your home's circuits. Connecting your generator to the circuits may cause power to flow to outside lines, posing life-threatening danger to restoration crews.
- Portable generators must not be taken into homes or any enclosed space (like a garage) where deadly carbon monoxide gases could build up.
- Stay out of floodwaters, as they can hide energized power lines or put you at risk of drowning.

USE CAUTION WHEN DRIVING ON CITY STREETS:

Please proceed with caution driving as there are City intersections that do not have functioning traffic signals or are flooded. Intersections with traffic signals revert to 4 way stops.

HART INFORMATION:

Important Service Update – Tuesday, September 12: HART is operating a SUNDAY SERVICE SCHEDULE today. HART will operate a SATURDAY service level (plus route 31 weekday schedule) on Wednesday, September 13. HART HyperLINK service has resumed. The TECOline Streetcar has not yet resumed service at this time.

Due to a phone system outage, HART has established the following temporary phone number for customers to contact customer service and to make HARTPlus trip reservations: (813) 384-6367

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FEMA AND CITY OF TAMPA HOUSING/COMMUNITY ASSISTANCE CENTERS:

The City of Tampa will open Community Assistance Centers to help Tampa residents affected by Hurricane Irma. The Housing and Community Development staff will be available to assist area residents in making an application to FEMA for assistance. We will also have limited funding to assist homeowners with their storm related home repair needs. We are gathering resource information that we can also provide with meal locations, contacts for volunteers, etc. The offices will be open this week from 9:00am-5:00pm and next week from 8am-7pm Monday-Friday.

Community Assistance Center locations are as follows:

TMOB (Tampa Municipal Office Building)

306 East Jackson Street

Tampa, FL 33602

Daily (excluding weekends)

Cordelia B. Hunt Center at Al Lopez Park

4810 North Himes Avenue

Tampa, FL 33614

9am to 5pm Thursday 9/14 & Friday 9/15

David M. Barksdale Senior Citizen Center at MacFarlane Park

1801 North Lincoln Avenue

Tampa, FL 33607

9am to 5pm Thursday 9/14, Friday 9/15 and Saturday 9/16

NFL Yet/Jackson Heights Community Center

3310 East Lake Avenue

Tampa, FL 33610

9am to 5pm Thursday 9/14, Friday 9/15 and Saturday 9/16

For more information visit tampagov.net/HCD or call (813) 274-8888.

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CITY OF TAMPA OPEN PARKS & RECREATION FACILITIES:

The City of Tampa is opening Parks and Recreation Centers from 8 a.m. to 7 p.m. through September 15th. The centers opening are:

- **Benito Playground Activity Center** at 10065 Cross Creek Boulevard, Tampa, FL 33647
- **Barksdale Senior Center** at 1801 N Lincoln Ave, Tampa, FL 33606
- **Copeland Park** at 11001 North 15th Street, Tampa, FL 33612
- **Cyrus Greene Park** at 2101 East Dr. M.L.K. Jr Boulevard, Tampa, FL 33603
- **Dr. Martin Luther King Jr Complex** at 2200 North Oregon Avenue, Tampa, FL 33607
- **Fair Oaks Center** at 5019 North 34th Street, Tampa, FL 33610
- **Forest Hills Center** at 724 West 109th Avenue, Tampa, FL 33612
- **Friendship Center** at 4124 West Bay To Bay Boulevard, Tampa, FL 33629
- **Grant Park Activity Center** at 3724 North 54th Avenue, Tampa, FL 33619
- **Gwendolyn Miller Center** at 6410 North 32nd Street, Tampa, FL 33610
- **Henry & Ola Center** at 502 West Henry Avenue, Tampa, FL 33604
- **Highland Pines Park Community Center** at 4505 E 21st Ave, Tampa, FL 33605
- **Kwane Doster Center** at 7506 South Morton Street, Tampa, FL 33616
- **Loretta Ingraham Community Center** at 1611 North Hubert Avenue, Tampa, FL 33607
- **Dr. Martin Luther King, Jr. Recreation Complex** at 2200 N Oregon Ave, Tampa, FL 33607
- **NFL Yet Jackson Heights Center** at 3310 East Lake Avenue, Tampa, FL 33610
- **Oak Park Center** at 5300 East 14th Avenue, Tampa, FL 33619
- **Springhill Center** at 201 East Eskimo Avenue, Tampa , FL 33604
- **Temple Crest Center** at 8116 N 37th St, Tampa, FL 33604
- **Wellswood Park Center** at 4918 N Mendenhall Dr, Tampa, FL 33603
- **Williams Park Center** at 4362 East Osborne Avenue, Tampa, FL 33610

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OTHER IMPORTANT NUMBERS & INFO:

American Red Cross: 1-877-741-1444

American Red Cross: www.safeandwell.org 1-800-REDCROSS (733-27677)

Animal Services: 813-744-5660

Boil water: floridahealth.gov check county

City of Tampa Utilities: 813-274-8121

City of Tampa Shelter > Hyde Park Presbyterian Church 1309 W Swann (E of Oregon/W of Boulevard) 813-253-0069

County Contacts:

Citrus: 352-249-2775

Hernando: 352-754-4083

Hillsborough County Hotline: 813-272-5000

Hillsborough County Utilities: 913-272-5900

Manatee: 941-748-4501

Pasco: 727-464-4333

Polk: 863-401-2234

Sarasota: 941-861-5000

Duke Energy: 800-228-8485

Emergency Alert Employees COT: 813-232-6865

FEMA: 1-800-621-3362 or DisasterAssistance.Gov

FEMA Helpline: 800-985-5990

FHP: 850-617-2000 or *FHP (347)

Flooding/drainage: 813-274-3101

Gas information: download gasbuddy app or visit <http://www.gasbuddy.com/>

HART Bus: 813-272-6900 *running Saturday Routes *special needs returning

Mayor: 813-274-8211

Media Inquiries: Ashely Bauman: 813-390-7455

Solid Waste (COT): 913-348-1111

Tampa Tree Hotline (only if TECO is involved): 813-274-5744

TECO: 877-588-1010

Traffic Light: 813-274-3101

Trees – city claims- damage only: 813-734-4002

Trees 7am-4:30pm: 274-8615

Waste water/sewer: 813-259-1693

Water: 813-274-8121 or (7400)

Receive Emergency Alerts via Text:

TAMPAREADY to 888-777

TAMPALISTA to 888-777

Other ways to stay informed:

Follow @AlertTampa and @CityOfTampa on Twitter