



# 2018 Bay County Florida Hurricane Michael

*Activation: Hurricane Michael, Bay County, Florida*

*Situation Report 1 - October 17, 2018*

*Prepared by: Humanity Road / Animals in Disaster*

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## *Situation Overview*

This situation report No. 3 was published on Oct 17 at 10am Eastern. The focus area is for Bay County, Florida for resources being offered and urgent needs based on early indications in social media.

[Situation Report 2](#) was published on October 12, 2018 and is a regional report on 14 counties impacted in Florida. This report provides county and community level updates and includes the first communications outage report by the FCC issued October 11 as well as a link to our Humanity Road strategic heat map.

[Situation Report No.1](#) was published on October 10, 2018 and is based on early indications in social media following landfall for Hurricane Michael on some of the counties of Florida in the United States. The report also includes official accounts and useful information links.

Humanity Road activated its disaster desk on Tuesday, October 9, 2018 in advance of landfall to amplify official guidance.

The storm made landfall on October 10 as a Category 4 hurricane near Mexico Beach, Fla., just before 1 p.m. local time. [source](#)

### **Twitter handles**

[@Humanityroad](#)

[@Disasteranimals](#)

[@jAIDdog](#)

[@DAFNReady](#)

### **Facebook pages**

[Humanity Road](#)

[Animals in Disaster](#)

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*About Humanity Road:* Founded in 2010 as a 501(c)3 non-profit corporation, [Humanity Road](#) is a leader in the field of online disaster response. Through skilled and self-directed work teams, Humanity Road and its network of global volunteers aim to provide the public and disaster responders worldwide with timely and accurate aid information. Providing such information helps individuals survive, sustain, and reunite with loved ones. For more information, please visit [www.humanityroad.org](http://www.humanityroad.org).

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## Significant Updates (most recent first)

### Oct 17

- Community Updates: See community individual sections for significant updates
- Power: 54% of Bay County without power - via Power Dashboard [source](#)
- Communications: As of Oct 16 <https://www.fcc.gov/michael> reported that 214 of 327 (61.5%) cell towers are down across Bay County
- Medical: Find Open Pharmacies Rx Open <https://www.healthcareready.org/rxopen>
- Food: Salvation Army Feeding Sites - [Source](#)
- Find points of distribution for emergency supplies, food at <https://floridadisaster.org/info/> Disaster Distress Helpline, 1-800-985-5990,24/7,365day. text TalkWithUs to 66746- 100 languages [Source](#)
- Recovery: Comprehensive List - Here is the latest information on Hurricane Michael recovery efforts being provided by the state of Florida: [Source](#)

### Oct 16

- Critical Information: Find information about shelters, where to get emergency supplies, water boil notices, debris removal, rumor control, insurance resources, power outages, school information and more <https://floridadisaster.org/info/>
- Communications: As of Oct 15 <https://www.fcc.gov/michael> reported that 214 of 327 (65.4%) cell towers are down across Bay County
- Verizon customers in Bay and Gulf counties to get 3 free months of service. [Source](#)
- Sprint has extended the assistance it's providing to impacted customers. From Oct. 10, 2018 through Oct. 18, 2018 Sprint will waive call, text and data overage fees. [source](#)
- Legal: A legal aid hotline is now available for Hurricane Michael survivors in Florida who cannot pay for an attorney: 1-866-550-2929. The hotline operates through a partnership including The Florida Bar Young Lawyers Division, the American Bar Association (ABA) Young Lawyers Division, and the Federal Emergency Management Agency (FEMA). [source](#)
- Water: and wastewater treatment plants have damage, boil water notice countywide [source](#)
- Traffic: Crews need space on the road, if you don't have to be here don't be here unless you're providing emergency response, generator helping some traffic lights [source](#)
- Medical: Gulf Coast Medical Center and Bay Medical Sacred Heart Hospital Emergency Rooms are open. [Source](#) [Source](#)
- Power: For real-time data on Florida power outages, open up the FLSERT Power Outages Dashboard: [source](#)
- Food: Points of Distribution for critical supplies [source](#)
- Maps: Faceook Disaster Maps [Humanity Road Special Facebook Mapping Report](#)
- Reunification: Via Florida National Guard: There are serious communication issues in the Panhandle after Hurricane Michael. If you are worried about someone, visit <https://fdoh.readyop.com/fs/4cav/bcda> to report it.

## Updates For Locations of Interest

### Bay County Florida

Population 183,563

Households: 67,939 [Source](#)

Website <http://www.baycountyfl.gov/>

Facebook <https://www.facebook.com/BayCountyFLEmergencyServices>

Bay County Emergency Services Twitter: <https://twitter.com/BayCountyEM>

Bay County Emergency Management Division: [Source](#)

Locations of Interest: Bayou George, Callaway, Cedar Grove, Cedar Grove, Fountain, Laguna Beach, Lower Grand Lagoon, Lynn Haven, Mexico Beach, Millville, Panama City, Panama City Beach, Parker, Pretty Bayou, Sand Hills, Santa Monica, Southport, Springfield, Sunnyside, Tyndall AFB, Upper Grand Lagoon, Vicksburg, Youngstown,

#### Oct 16

- \*IMPORTANT\* Bay County residents, you can now subscribe to receive safety information, everything from food and water points of distributions to utility updates. Text “Bayrecovers” to 888777 for all info. [Source](#)
- Bay County-All Public Utilities remain on Boil Water Notice. Per County Emergency Management, unless otherwise informed, all utility customers should boil their water. [Source](#)
- Gulf Power Estimated Restoration ETA’s. Link to map with timelines. [Source Map with Timelines](#)
- Verizon customers in Bay and Gulf counties to get 3 free months of service. [Source](#)
- According to Verizon, the company will be crediting customers with three free months of service due to Hurricane Michael. They say the credit applies to each line, and includes business accounts. **While the company continues to work toward restoring service, it has deployed portable cells to help first responders and critical organizations continue operations.** Those are set up at: Bay County Emergency Operations Center and 911 Center, Bay County Sheriff’s Office, Blakely Emergency Operations Center, City of Parker Police Department, FDOT Chipley Office, FEMA Office, Gulf Coast Regional Medical Center, Gulf County Emergency Operations Center, Lynnhaven Emergency Operations Center, Mexico Beach, Miller County 911, Panama City Police Department, Springfield Police Department, TECO Peoples Gas, Panama City, Tyndall Air Force Base, Washington Emergency Operations Center in Chipley. [Source](#)
- Water and ice distribution 11-2pm CST 10/16; the mobile pharmacy is open until Saturday 10/20, the Winn-Dixie Mobile Charging Station is there to charge electronics 3621 US Hwy 231 N. Panama City, FL 32404 [source](#)
- Please reduce the amount of water and sewage used [source](#)
- Bay County Florida assistance programs. Not all verified Open [Source](#)

- Panama City Salvation Army Family Assistance Program. 850-769-5259
- Catholic Charities of Northwest Florida 850-435-3516
- Beach Care Services of Panama City 850-235-3002
- Family of God Baptist Church, Bay County Small Organizations 850-769-4021
- BASIC Northwest Florida HIV/AIDS clients 850-785-1088
- Community Action - Bay County Council on Aging 769-3468
- Bay County Florida Home repairs - Bay County Council on Aging 769-3468
- Feeding The Gulf Coast Bay Area Foodbank 850-626-1332
- Woodlawn United Methodist Church BAY Foodbank 850-234-3196
- Bridges of Hope Bay Food Pantry 850-215-7241
- Christ Our Savior Lutheran Church Food Pantry 850-233-6249
- Gulf Beach Presbyterian Church Food Pantry 850-234-3161
- Hiland Park Baptist Church Food Pantry 850-785-6530
- Parker First Baptist Church Food Boxes Hot Meals 850-871-5841
- St. Andrew Baptist Church Food Bank 850-763-2345
- Parker First Baptist Church Food Programs- Home Delivery Church 850-871-5841
- Parkway Presbyterian Church Food Pantry 850-785-7081
- Springfield United Methodist Church Food 850-769-0374
- Woodlawn United Methodist Church Food Pantry 850-234-3196
- Family Service Agency Food Pantry Baby Items Call 850-785-1721
- Panama City Fellowship Church of Praise Food Pantry 850-769-5442

## Oct 15

- Via FCC - 65.4% of all cell towers down 214 Cell Towers as of October 15, 2018 at 11:00 a.m. EDT [Source](#)
- Via Florida Department of Health - Boil Water Advisory - all Bay County Public Utilities [Source](#)
- Via Bay County Emergency Services Facebook - Bay county sewer system is operating at 50% so we are urging our customers to please LIMIT THE WATER AND SEWAGE you send down toilets and drains. Crews are working to place generators at all lift stations. [Source](#)
- Points of Distribution List for emergency supplies across Bay County - [Source](#)
- Points of Distribution Map [Source](#)
- Evacuation and Curfew
  - Bay County - Evacuation Lifted last updated: 10/14/2018 08:53 AM
  - Bay County - Full Curfew A Curfew will be enacted tonight from 2000 to 0700 last updated: 10/11/2018 01:39 PM [Source](#)

## Oct 11

- **78.3% of all cell towers down** in county FCC Outage Report Hurricane Michael [source](#)
- Mexico Beach, [Facebook Page](#)
  - No updates to the [City of Mexico Beach Facebook page](#). Significant impacts to power and communications "[It was torn apart](#)" National Guard team got into Mexico Beach

and found 20 survivors overnight, and more crews were pushing into the area in the morning,...Authorities said 285 people in Mexico Beach had refused to leave ahead of the hurricane despite a mandatory evacuation order.

- Oct 10 1:54pm: Hurricane makes landfall near Mexico Beach, FL [source](#)

## [Bayou George](#)

No website

Facebook - Bayou George Christian Church <https://www.facebook.com/mybgcc/>

Oct 15

- Facebook via Christian Church - photos after damage and clean up activities for debris. "Tons of trees down, no power, no water, no phone signal, roads blocked." [source](#)

Oct 10

- Via Panama City News Herald: The Bayou George area, in northern Panama City, was hit hard by the hurricane with trees and power lines down across the entire neighborhood and most of the homes receiving some damage. A mobile home in the area was flattened by the storm. Bayou George area hit hard [source](#) They are updating via their government Facebook account

## [Callaway](#)

Population 14,405

Website <http://www.cityofcallaway.com/>

Callaway does not have a social media page

Oct 16

- Salvation Army Feeding Sites: Open for lunch and dinner daily 6:30 P.M. Walmart - 725 N. Tyndall Parkway. FEMA Points of Distribution: Offers Food and water while supplies last, items will be restocked continuously. OPEN 6:30 a.m. to 6:30 p.m. [Source](#)
- North Star Church at 162 N. Tyndall Pkwy is providing hot lunch meals and supplies. mypanhandle news [video](#)
- First Pentecostal Church - 179 N. Tyndall Parkway FEMA food and water distribution site [source](#)

Oct 14

- Via mypanhandle news - the news 13 WMBB broadcasts from Callaway [video](#)
- Communications: Via Facebook - Video update from the Pastor at Callaway Assembly of God church - extensive damage, issues with communications, video provides tour of property showing extensive building damage to church, garage [video](#)

Oct 12

- Via CNN - Significant damage expected in Callaway, We tried to call some businesses but the lines aren't working. Communications impacted. [Citizen Video \(adult language\)](#)

## [Cedar Grove](#)

Estimated Population 2,000

No Website

Oct 16

- Salvation Army Feeding Sites: Open for lunch and dinner daily 6:30 P.M. Cedar Grove Elementary School - 2826 15th Street. [Source](#)

## [Fountain](#)

No Website

No Social Media Accounts

Oct 16

- No updates

## [Laguna Beach](#)

Population 3,932

No Website

No Social Media Accounts

- Oct 13 - Via Facebook - No damage to Laguna Beach Christian Relief property [source](#)
- Oct 10 - Youtube video on Laguna Beach damage. [Video](#)

## [Lower Grand Lagoon](#)

Population 3,831

No Website

No Social Media Accounts

Oct 16

- No updates

## [Lynn Haven](#)

Population 20,922 [Source: FL Demographics 2016 US Census](#)

Oct 16

- Comcast Xfinity “WiFi on Wheels” Van Providing Free Internet in Panama City. Vehicle set up in Lynn Haven Walmart Supercenter parking lot. Comcast has sent the van to provide free wireless internet service so residents and emergency personnel can stay connected. The vehicle is set up at the Lynn Haven Walmart Supercenter in the northern section of the parking lot near the store’s “Market & Pharmacy” entrance. The customized van is outfitted with six WiFi access points, which can provide wireless internet connectivity to approximately 3,000

users over a 500 square foot area. WHEN: Daily from 9 a.m. to 5 p.m. until further notice;  
WHERE: Lynn Haven Walmart Supercenter, 2101 State Road 77, Lynn Haven. [Source](#)

- LYNN HAVEN, Fla. - The Salvation Army is feeding those in need at the Lynn Haven Walmart on Highway 77. They serve 1,000 meals a day. The National Guard is also stationed at Walmart handing out water, non perishable food and supplies. [Source](#)
- Salvation Army Feeding Sites: Open for lunch and dinner daily 6:30 P.M. Winn Dixie - 1812 Lynn Haven Parkway. [Source](#)

Oct 15

- Power: Lynn Haven estimated power restoral by midnight, Oct. 24. [source](#)
- FEMA Points of Distribution - [Source](#)
  - Lynn Haven - WALMART 2101 FL-77 Lynn Haven, FL
  - Lynn Haven - Lynn Haven POD 2101 FL-77, Lynn Haven, FL

## [Mexico Beach](#)

Population 1,072

Website <http://mexicobeachgov.com/>

Facebook <https://www.facebook.com/City-of-Mexico-Beach-279829973937>

Oct 16

- Salvation Army Feeding Sites: Open for lunch and dinner daily 6:30 P.M. Mexico Beach City Hall - 201 Paradise Path. FEMA Points of Distribution: Offers Food and water while supplies last, items will be restocked continuously. OPEN 6:30 a.m. to 6:30 p.m. Mexico Beach: 1011 CR 386. [Source](#)
- Today an Environmental Health team went out to Mexico Beach. Immunizations and other medical services will be at the Baptist Church Wed - Fri 11 am - 3 pm. Tetanus shots are for persons who get open wounds from debris. Hep A is for persons who came in contact with flood waters. [Source](#)
- Via AP News YouTube - Drone video of damage in Mexico Beach [video](#)
- FEMA food and water distribution site 1011 CR 386 [source](#)

Oct 15

- Re-Entry: Via City of Mexico Facebook -As of Monday October 15 8:00pm - Beginning on Wednesday, October 17th, Mexico Beach will begin allowing residents, property owners and insurance adjusters into the city. At all entrances to the City, residents and property owners will need to display one of the following:
  - a Mexico Beach Drivers License
  - a utility bill from Mexico Beach
  - a lease agreement
  - or a deed to prove residency
  - There is a curfew in effect beginning at 8 PM until dawn daily until further notice



Oct 11

- Via Accuweather Twitter - Aerial video of Tyndall Air Force Base [source](#)

## [Panama City](#)

Population 36,986 [Source: FL Demographics 2016 US Census](#)

Website <https://www.pcgov.org/>

Facebook <https://www.facebook.com/CityOfPanamaCity>

Oct 16

- The ASPCA has set up an emergency response location behind the Panama City Police Department, located at 1209 E. 15th St., Panama City. The organization is assisting Bay County Animal Control in aiding animal victims of #HurricaneMichael. They have provided a search and rescue team and will accept stray animals delivered by the public. The animals will be delivered and held locally, in the hopes that they will be reunited with their owners or adopted. ASPCA will also provide pet owners with food and other supplies as needed. [Source](#)
- Gulf Power: Panama City estimated power restoral by midnight, Oct. 24. [Source](#)
- Feeding sites provided by World Central Kitchen in Mexico Beach and Panama City [source](#)
- Salvation Army Feeding Sites: Open for lunch and dinner daily 6:30 P.M. Salvation Army - 1824 W. 15th Street; MLK & 14th Street - 705 14th Street; Jinks Middle School - 600 W. 11th Street. FEMA Points of Distribution: Offers Food and water while supplies last, items will be restocked continuously. OPEN 6:30 a.m. to 6:30 p.m. Lucille Moore Elementary School - 1900 Michigan Avenue; Rosenwald High School- 924 Bay Avenue; Cherry Street Elementary School - 1125 Cherry Street. [Source](#)
- Tetanus shots are being provided at both hospitals; Winn Dixie on 231 and Transmitter, Bozeman School on Highway 77 and St. Johns Catholic Church on Fortune Avenue [source](#)
- Verizon provides update to cell service: two additional sites are up east of Panama City covering the area north of Alford and I-10 area, the town of Wausau and the Washington County EOC. A tower covering an area north of Panama City where Highway 231 and US 98 meet is also back on air using repaired fiber. [source](#)
- Open Kidney Dialysis Centers (verified by phone)
  - DaVita Coastal Kidney Center 510 N. McArthur Ave. (850-914-0824)
  - DaVita Panama City at Home 615 Hwy 231 (850-785-1233)
  - Fresenius Kidney Care Panama City 2100 Harrison Ave (850-522-5407)

Oct 15

- Panama City FEMA Points of Distribution Bay County - [Source](#)
  - Parker Elementary 640 S. Hwy 22A, Panama City, FL 32404
  - Lowes POD 300 East 23rd Street, Panama City, FL 32405
  - PCB Parkway POD 16200 Panama City Beach Parkway Panama City
  - Moore Elementary School POD 1900 Michigan Ave, Panama City, FL

- Dean Bozeman Learning Center 13410 Hwy 77, Panama City, FL
- Rosenwald High School 924 Bay Ave, Panama City, FL
- Bay County POD 1125 Cherry St., Panama City, FL 32401
- ROSENWALD MIDDLE SCHOOL 924 BAY AVE Panama City, FL
- LUCILLE MOORE ELEMENTARY 1900 MICHIGAN AVE Panama City
- CHERRY STREET ELEMENTARY SCHOOL 1125 CHERRY ST Panama City, FL
- Panama City - PARKER ELEMENTARY 640 S HWY 22 A Panama City, FL
- Gulf Coast Medical Center ER is open (844)582-2350. 449 W 23rd Street Panama City,32405  
[Source](#)
- Bay Medical Sacred Heart Hospital ED is now open 24/7 and accepting patients! Please use the Ambulance Only entrance for treatment. [Source](#)
- The following Panama City area stations are broadcasting important information about resources for Hurricane Michael survivors: WDIZ-AM 105.3 FM & 590AM / WEBZ-FM 99.3 / WFLF-FM 94.5 / WFSY-FM 98.5 / WPAP-FM 92.5 #iHeartRadio
- Via Facebook - International Disaster Services (IDES) damage photos for Panama City [source](#)

Oct 11

- Panama City, FL: Verizon brought in portable towers public instructed to turn cell phones off then back on [source](#)
- 12:00n Significant damage in downtown Panama City [source](#), Michael smashes rows of houses in Panama City [Story](#)
- 11:55 am Hospitals and nursing homes are so damaged in the Panama City area that ambulances and helicopters are being used to ferry patients elsewhere. [source](#)
- 11:50 am Officials at Bay Medical Sacred Heart announced that they're transferring about 200 patients to hospitals in Pensacola and Jacksonville, and to Mobile, Alabama.[source](#)
- 11:50am Gulf Coast Regional Medical Center says it has suspended all services and is evacuating patients as well.[source](#)
- 10:45am Internet has been restored at the Bay County Emergency Operations Center and the Bay County Sheriff's Office Facebook page will be updated with information. [source](#)
- 9:00am Verizon cell networks remain down, limiting contact through the Emergency Operations Center. Many emergency broadcast stations were also rendered inoperable, making communication difficult. [source](#)

## [Panama City Beach](#)

Population 12,757 [Source: FL Demographics 2016 US Census](#)

No Website

No social media account

Oct 16

- Salvation Army Feeding Sites: Open for lunch and dinner daily 6:30 P.M. Old K-Mart Parking Lot - 7100 Hwy. 98. [Source](#)
- Boil water notice since 10/11/18. Still current status. Updated: 10/16/20. [Source](#)

## [Parker](#)

Population 4,317

Website <http://www.cityofparker.com/>

No social media account

Oct 16

- Gulf Power: Estimated power restoral by midnight, Oct. 24. [Source](#)
- FEMA food and water distribution at Parker Elementary School - 640 South Highway 22-A 6:30 am - 6:30 pm [source](#)

Oct 15

- Power - Via WTVY.com - City of Parker estimated power restoral by midnight, Oct. 24. [source](#)

## [Pretty Bayou](#)

Population 3,505 [Source: FL Demographics 2016 US Census](#)

Households: 1,383 [Source](#)

No Website

No social media account

## [Sand Hills](#)

No Website

No social media account

Oct 16

- No updates

## [Santa Monica](#)

No Website or social media

Oct 16

- No updates

## [Southport](#)

Population 11,134 [Source](#)

Households: 3,895 [Source](#)

No Website or social media

Oct 15

- No updates

## [Springfield](#)

Population 9,437 [Source: FL Demographics 2016 US Census](#)

Households: 3,448 [Source](#)

Website <https://www.springfieldfl.net/>

Police Department Facebook <https://www.facebook.com/springfieldflpd/>

Oct 16

- Via Springfield Police Department Facebook - All water meters are being turned off in Springfield to keep any further damages from occurring when water is restored. [source](#)
- Food and Water
  - FEMA food and water distribution site - Subway 3604 15th St (Hwy 98) 6:30 am - 6:30 pm [source](#)
  - Food and or Water located at Grocery Outlet, 225 S Tyndall PKY, Panama City, Subway 3604 15th Street Springfield and Waller Elementary School 11332 County Road 388 Youngstown [Source: Springfield PD](#)
- Springfield Police Dept. FB page redirects visitors to "Visit the Bay County Emergency Services FB page for Hurricane Michael updates." [Source: Springfield PD](#) (link @ top of report)

Oct 14

- Sewer system back online. The water system is still down [Source: Springfield PD](#)
- Springfield City Hall, Police Department, and Fire Department suffered major damage during Hurricane Michael. The Police Department is operating out of a [Hernando County Sheriff's Office Mobile Command Center](#) by the fire department. As of now the county is under a boil water notice, and the sewer system is not back online. We will update you here as we can. Please bear with us as we start the rebuilding process. [Source: Springfield PD](#)
  - Hernando County Sheriff's Office, 18900 Cortez Boulevard, Brooksville, Florida. PH:(352) 754-6830, <http://www.hernadosheriff.org/> [Source](#)

Oct 13

- Bay County Food & or water locations. Lucille Moore Elementary 1900 Michigan Ave., Bozeman Learning Center 13410 Highway 77, Parker Elementary 640 S Highway 22A, Rosenwald Middle School 924 Bay Avenue, Cherry Street Elementary 1125 Cherry Street, Super Walmart 2101 Highway 7 In Lynn Haven not all sites may have both food and water available.) [Source: Springfield PD](#)

## [Sunnyside](#)

No Website or social media accounts

Oct 16

- No updates

## [Upper Grand Lagoon](#)

Population 15,771 [Source](#)

Households: 6,352 [Source](#)

No Website or social media accounts

Oct 16

- No updates

## [Vicksburg](#)

No Website or social media accounts

Oct 16

- No updates

## [Youngstown](#)

Population 7,686 [Source](#)

Households: 2,602 [Source](#)

No Website or social media accounts

Oct 16

- Waller Elementary School 11332 C. R. 388 FEMA water and food distribution site 6:30 am - 6:30 pm [source](#)

## **Emergency Phone Numbers and Help Lines**

Emergencies and Rescue

- Life threatening emergencies dial 911
- Mariners in need of emergency assistance in South Florida please contact #305-953-4617

Help Lines (non life threatening)

- Information, shelters, assistance:
  - call 211 or
  - Visit website <http://www.211.org/> or
  - Text zipcode to 898211 or
  - chat online <http://www.hfuw.org/2-1-1-information-assistance-helpline/>

## **Reunification Sites and Numbers**

- FL has established a page for individuals to report individuals missing, well-being checks, and concerns [Source](#) Oct 12

- FL state form to report missing people and ask for wellness checks: <https://fdoh.readyop.com/fs/4cav/bcda>
- Red Cross Safe and Well: <https://safeandwell.communityos.org/cms/index.php>
- Red Cross Hurricane App (helps you tell others you are safe) download app: <http://www.redcross.org/get-help/how-to-prepare-for-emergencies/mobile-apps>

## Situation Reports and Maps

### Situation Reports

- Healthcare Ready situation reports <https://www.healthcareready.org/michael>
- Find Open Pharmacies Rx Open <https://www.healthcareready.org/rxopen>

### Maps

- Facebook Disaster Maps [Humanity Road Special Facebook Mapping Report](#)
- NAPSG Resources <https://www.napsgfoundation.org/2018-hurricane-resources/>
- NAPSG Story Map <https://www.arcgis.com/apps/MapSeries>
- Gulf Power Outage Map <https://outagemap.gulfpower.com/external/default.html>
- Florida Disaster Maps <https://floridadisaster.maps.arcgis.com/home/index.html>
- Florida 511 Maps <https://fl511.com/>
- Google Crisis Map Hurricane Michael <https://google.org/crisismap/2018-michael>
- Windy.TV Map <https://www.windy.com/?30.212,-84.617,7>

## Shelters and Evacuation Centers

- Visit <https://www.floridadisaster.org/info/> for information on shelters, road closures, and evacuation routes
- FEMA Mobile App with shelter locator: [download app](#)
- Red Cross Shelter Locator: [source](#)

## Communications Sector

### Situation Updates:

#### Oct 16

- Sprint: In response to the devastation left by Hurricane Michael, Sprint has extended the assistance it's providing to impacted customers. From **Oct. 10, 2018 through Oct. 18, 2018** Sprint will waive call, text and data overage fees. Those customers who are already on Unlimited plans, they will continue to have their unlimited call, text and data benefits. [source](#)
- Verizon customers in Bay and Gulf counties to get 3 free months of service. [Source](#)
- According to Verizon, the company will be crediting customers with three free months of service due to Hurricane Michael. They say the credit applies to each line, and includes business accounts. **While the company continues to work toward restoring service, it has**

**deployed portable cells to help first responders and critical organizations continue operations.** Those are set up at: Bay County Emergency Operations Center and 911 Center, Bay County Sheriff's Office, Blakely Emergency Operations Center, City of Parker Police Department, FDOT Chipley Office, FEMA Office, Gulf Coast Regional Medical Center, Gulf County Emergency Operations Center, Lynnhaven Emergency Operations Center, Mexico Beach, Miller County 911, Panama City Police Department, Springfield Police Department, TECO Peoples Gas, Panama City, Tyndall Air Force Base, Washington Emergency Operations Center in Chipley. [Source](#)

- As of Oct 16 <https://www.fcc.gov/michael> reported that 214 of 327 (61.5%) cell towers are down across Bay County
- As of Oct 15 <https://www.fcc.gov/michael> reported that 214 of 327 (65.4%) cell towers are down across Bay County

## Oct 12

- Serious communication issues in the Panhandle If you are worried about someone, visit [Source](#) to report it. The State Emergency Operations Center will route these reports to the appropriate local agency for action! [Source](#)

## Health / Medical Sector

Situation Updates:

Oct 16

- The Disaster Distress Helpline, 1-800-985-5990,24/7,365day. text TalkWithUs to 66746- 100 languages [Source](#)
- Gulf Coast Medical Center and Bay Medical Sacred Heart Hospital Emergency Rooms are open. [Source](#) [Source](#)

Oct 12

- Bay Medical Sacred Heart Please visit [Source](#) for a continually updated list of locations of evacuated patients.

Oct 11

- For family members seeking the name of the receiving hospital for Bay Medical Sacred Heart patients, please call the Bay Medical Sacred Heart patient line at 1-888-727-4568. [Source](#)
- For families who have loved ones being transferred to Sacred Heart Hospital Pensacola from Bay Medical Sacred Heart please call 850-416-2246 for information. [Source](#)
- Bay Medical Sacred Heart The three facilities patients are being transferred to are Sacred Heart Hospital in Pensacola, Florida , Providence Hospital in Mobile, Alabama and St. Vincent Healthcare in Jacksonville, Florida. Our ER continues to remain open. [Source](#)

- Bay Medical Sacred Heart hospital has sustained damage including windows blown out, cracking of an exterior wall, and roof damage. Generators are working and our patients have been migrated to safe areas of the hospital. Our team is continuing to assess the damage. [Source](#)

Oct 10

- Panama City - Bay Medical Center Panama City Bay County, Patients and staff are safe. We are currently assessing damage to our hospital. There is significant debris surrounding our hospital. Our hospital is currently running off of generators and we have enough fuel to power our hospital for several days. [Source](#), [source2](#)

Useful Links:

- List of hospitals in Florida. [source](#)
- Hospital Directory, Florida Hospital Association. [source](#)
- Emergency and Urgent Care Finder, Florida Health Finder. [source](#)

## Special Needs / Vulnerable Populations

Updates

Oct 12

- Veteran Health Resource Center Hotline: 1-800-507-4571
- VA Joint Ambulatory Care Center in Pensacola, Florida, is open. [Source](#)
- Gulf Coast Veterans HealthCare System's outpatient clinics in Panama City Beach remain closed [Source](#)
- Eglin Veterans Affairs Clinic will be open Friday under normal operating hours. [Source](#)

Oct 10

- During this state of emergency, Florida is working with neighboring states to address questions regarding licensure reciprocity to Florida licensed nurses accompanying their patients
- evacuating to other states. The site will be updated as clarification is available. [Source](#)
- The Kidney Community Emergency Response Coalition reported that dialysis patients in the path of Hurricane Michael who need assistance can call one of the patient emergency hotline [source](#)
- AHCA The Agency's Consumer Information Hotline is now open 24 hours: 1-888-419-3456
- Agency for Health Care Administration has posted a [helpful resource for Hurricane Michael](#). The agency requires all licensees providing residential or inpatient services to use an approved database for reporting its emergency status, planning or operations. Notify the Agency for Health Care Administration regarding evacuations and other issues you encounter during and after the storm by using the [ESS](#) system. If you need any assistance please contact your local Emergency Operations Center--a link is available at: <https://www.floridadisaster.org/counties/>



### Special Needs Helpful Links:

- Assisted Living Facilities, Adult Day Care Centers, Adult Family Care Homes Unit Phone: (850) 412-4304 Email: [assistedliving@ahca.myflorida.com](mailto:assistedliving@ahca.myflorida.com)
- End Stage Renal Disease, Home Health Agencies - Laboratory and In-Home Services Unit Phone: (850) 412-4500, [LABSTAFF@ahca.myflorida.com](mailto:LABSTAFF@ahca.myflorida.com) Hospital and Outpatient Services Unit Phone: (850) 412-4549 Email: [hospitals@ahca.myflorida.com](mailto:hospitals@ahca.myflorida.com)
- Crisis Stabilization Units and Short Term Residential Treatment Facilities Hospitals, Residential Treatment Centers for Children and Adolescents, Residential Treatment Facilities
  - Long-Term Care Services Unit (850) 412-4303, Email: [LTCStaff@ahca.myflorida.com](mailto:LTCStaff@ahca.myflorida.com)
  - Nursing Homes, Intermediate Care Facilities for the Developmentally Disabled, Homes for Special Services, Hospices (inpatient/residential only), Prescribed Pediatric Extended Care Facilities, Transitional Living Facilities
- Special needs information by county: <http://www.floridadisaster.org/disability/specialneeds/>
- Special Needs Registry: <https://snr.floridadisaster.org/Signin?ReturnUrl=%2fSurveys>

### Florida Department of Elder Affairs:

- Website <http://elderaffairs.state.fl.us/index.php>,
- Elder helpline: 1-800-963-5337.

### Agency for Persons with Disabilities:

- Website <http://apd.myflorida.com/>,
- Twitter <https://twitter.com/floridaapd>
- Facebook <https://www.facebook.com/APDCares/>

### Florida Developmental Disabilities Resources:

- Website <http://www.fddresources.org/>

### Florida Agency for Healthcare Administration

- Website <http://www.fdhc.state.fl.us/>
- Twitter [https://twitter.com/AHCA\\_FL](https://twitter.com/AHCA_FL)
- Facebook <https://www.facebook.com/AHCAFlorida>

### Autism Resources in Florida

- Website <http://www.autismfl.com/>
- Facebook <https://www.facebook.com/autismflorida>

## Power and Fuel

### Situation Updates:

Oct 17

- 54% of Bay County without power - via Power Dashboard [source](#)

Oct 11

- 2pm Florida percent gas stations without gas via Gas Buddy Outage Tracker for Hurricane Michael
  - Mobile-Pensacola (Fort Walton) 32.89%
  - Panama City 40.71%
  - Tallahassee-Thomasville 33.69%
- Damage was extensive across Northwest Florida, with more than 120,452 customers without power. Winds speeds were in the 140-150 mph range in many areas. [Source](#)

Oct 10

- 3:37pm Nearly 200,000 people are without power in the area, according to information gathered from outage maps from multiple power companies. [source](#)
- 10:52am in Florida percent gas stations without gas [source](#)
  - Mobile-Pensacola (FortWalton) 34.87%
  - Panama City 33.20%
  - Tallahassee-Thomasville 21.99%

### Useful Links:

Gas Buddy (gasoline availability tracker): <http://tracker.gasbuddy.com/>

### Gulf Power

- Website <https://www.gulfpower.com/>
- Outage Map <https://outagemap.gulfpower.com/external/default.html>
- Twitter <https://twitter.com/GulfPower>
- Facebook <https://www.facebook.com/GulfPowerCompany/>

### Florida Power

- Website <https://www.fpl.com/>
- Twitter <https://twitter.com/insidefpl>
- Facebook <https://www.facebook.com/fplconnect>
- Outage Map <http://www.fplmaps.com/>

Peace River Electric Cooperative, Inc

- Website <https://t.co/gd2sUpCEYI>
- Twitter <https://twitter.com/PeaceRiverEC>
- Facebook <https://www.facebook.com/Peace-River-Electric-Cooperative-Inc-105026879013>

Duke Energy

- Website <https://www.dukeenergyupdates.com/>
- Twitter <https://twitter.com/DukeEnergy>
- Facebook <https://www.facebook.com/DukeEnergy>
- Outage Map <https://www.duke-energy.com/outages/current-outages>

## Animals in Disaster

Situation Updates:

Oct 9

- Citrus County Lecanto School Pet Shelter [source](#)
- Red Rover has launched a helpful resource directory [source](#)

Useful Links:

- Red Rover Hurricane Michael Hurricane Resources of Pet Owners
  - Website <https://redrover.org/news/hurricanemichael/>
  - Twitter <https://twitter.com/RedRoverOrg>
  - <https://www.facebook.com/RedRover.org/>
- Bring Fido Hotel search <https://www.bringfido.com/>
- Directory of Veterinarians in Florida. [source](#)
- Animal hospitals in Florida (map). [source](#)

## Imagery including Satellite, Drone, Pictures, Videos

- Explanation of the Facebook Imagery: [Humanity Road Special Facebook Mapping Report](#)  
Our Special Facebook Report contains imagery on population density changes for before and after the hurricane. The red indicators on the maps show the the difference between the population at the time of the crisis and the population estimated for non-crisis conditions (baseline). This means the red is showing a decline in population versus 3 months ago. It could be seasonal trends or evacuation patterns. The blue map is a measurement called “Crisis” The blue dots reflect the observed number of people during overall period of crisis, so in essence - The blue dot-maps are showing locations where population are accessing Facebook on the given date from that location.
- Damage Image in Panama City, FL. [source](#)
- Mexico Beach underwater video: [source](#)
- YouTube video of damage in Mexico Beach [source](#)

- Youtube video of damage in Panama City, Mexico Beach and Florida panhandle [source](#)
- Aerial - Drone Video Panama City [Video](#)
- Aerial - Drone Video Mexico Beach [Video 1](#) [Video 2](#)
- Aerial - Drone Port St. Joe [Video](#)
- Aerial - Drone Tyndall Air Force Base [Video](#)
- Aerial - Mexico Beach [Video 1](#)
- Aerial - via CBS [Video](#)
- Satellite Imagery [South Side of Bryant Patton Bridge](#)
- Satellite Imagery [Magnolia Bluffs and Eastpoint](#)
- Satellite Imagery [Apalachicola Regional Airport](#)
- Satellite Imagery [Apalachicola](#)
- Satellite Imagery via NOAA [Hurricane MICHAEL Aerial Imagery Response](#)
- Satellite Imagery [Weather.com](#)

## Volunteers Reporting

Cindy, Crystal, Chris, Nicole, Kirk,

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