

FREQUENTLY ASKED QUESTIONS

(Updated as of Tuesday, August 18, 2015)

FLOODING

Why is my neighborhood flooding?

Pasco County received record rainfall over an extended period of time. As the ground became saturated and watersheds reached maximum capacity, systems were unable to absorb the excess volume of rainfall.

Why isn't water being pumped out of my neighborhood?

Where possible, pumps are being used to provide relief from flooding. Emergency pumping is being coordinated with the Southwest Florida Water Management District in order to ensure that any proposed pumping activities will not create an adverse situation elsewhere (i.e. cause and/or increase flooding in another area.)

ASSISTANCE

Where can Pasco County residents go for assistance?

As of August 19th, the Pasco County Flood Recovery Center (FRC) will have relocated to 8620 Galen Wilson Blvd., Port Richey, FL 34668. The Center is open from 11:00 a.m. to 7:00 p.m. to assist flood affected residents and business owners with resources, cleanup, and replacement of essential items related to flooding. Representatives will be available from Pasco County Human Services, Pasco County Elderly Nutrition, Pasco County Veterans Services, The Salvation Army, The American Red Cross and additional community service organizations.

Pasco County Public Transportation (PCPT) staff will be at the FRC to answer questions related to transportation and offering free bus passes for residents needing transportation to the FRC. For residents needing transportation to the FRC, they can go to any PCPT fixed route bus stop and tell the bus driver that they need to go the FRC. The driver will then issue them free bus tickets covering the trip to and from the Center. PCPT's fixed route bus system map is online at www.ridepcpt.com. For individuals with disabilities who need transportation to the FRC, please call the PCPT Paratransit line at 727-834-3322 to arrange transportation.

Is there housing assistance available?

Temporary housing assistance is offered by the Pasco County Community Development Division to those impacted by flooding. Temporary housing assistance may provide for up to two weeks in a hotel, this is available to renters and homeowners. Qualified persons must be under 120% of the Tampa Bay median household income.

Home Repair Assistance is also available from Pasco County Community Development to fix flood damaged homes. Repairs include well and septic repairs, air

conditioner replacement, mold remediation, appliance replacement, roof repair, electrical and plumbing. If eligible, the County will also pay for insurance deductible. To be eligible for this program, the household income must be under 120% of the Tampa Bay median annual income.

Money for this assistance comes from State Housing Initiatives Partnership (SHIP) Program. These are 10 yr., 0% loans. To be eligible, the maximum value of the home cannot exceed \$240K after repairs.

Applications are available at the Flood Recovery Center located at 8620 Galen Wilson Blvd., Port Richey, FL 34668. Hours of operation are 11:00 a.m. to 7:00 p.m. For additional information, residents can contact Pasco County Community Development at (727) 834-3445.

If additional funds become available from the State, there may be assistance for reconstruction of destroyed homes. Applications are available now.

Can I apply for FEMA assistance?

Pasco County will be notified what assistance it will receive from FEMA once the joint damage assessment is completed. The joint damage assessment is being performed by Pasco County and FEMA. Please check our website for updates.

WATER SUPPLY

Is my water contaminated?

Municipal Water supplies are unaffected. If your water is supplied by a well and you are in a flooded area, your water may contain disease-causing bacteria and may not be safe to drink.

How to make my water safe?

The Florida Department of Health in Pasco County recommends one of the following in order preference:

1. Use commercially bottled water, or
2. Bring water to a full boil for at least 1 minute and allow to cool at room temperature before using it for drinking, mixing baby formula, cooking, making ice, brushing teeth or washing dishes, or
3. Disinfect water by adding 8 drops (about 1/8 teaspoon) of unscented household bleach per gallon of water. Let it stand 30 minutes. If water is cloudy after 30 minutes, repeat the procedure once. If the water remains cloudy, do not use. Use a container that has a cap or cover for disinfecting and storing water to be used for drinking. This will prevent contamination.

Where do I get my water tested?

For areas where wells have been impacted by flooding:

- Pasco County will provide water testing free of charge for bacterial contamination only (total coliform Presence/Absence).
- Residents can go to the Pasco County Environmental Lab, show ID and will be given a sample bottle and paperwork needed.
 Pasco County Environmental Lab
 8864 Government Dr.
 New Port Richey, Fl. 34654
 (727) 847-8902
 Hours: M-F 8:00 a.m.-5:00 p.m.
 Call for additional hours and information.

After the flooding subsides:

- Disinfect your well using these steps: <http://goo.gl/IJWEhb>
- Have your water tested through the Pasco County Environmental Lab or by a laboratory certified by the State to perform a drinking water analysis.

SEPTIC SYSTEMS

What do I do if I am on a septic system and my plumbing is functioning sluggishly?

Conserve water as much as possible. The less water used, the less sewage the septic tank must process. Minimize use of your washing machine and consider utilizing a laundromat. Rental of a portable toilet for a temporary period may be another option.

Do not have the septic tank pumped out. Exceptionally high water tables might crush a septic tank that was pumped dry. If the problem is high ground water because of the rains and flooding, pumping the tank will not solve the problem.

Do not have the septic tank and drain field repaired until the ground has had an opportunity to dry. Often, systems are completely functional when unsaturated conditions return. Any repair must be permitted and inspected by your county health department.

If you cannot use your plumbing without creating a sanitary nuisance, such as discharging sewage on the ground, consider relocating temporarily until conditions improve.

ROADS

Why are the roads failing?

The substantial rainfall caused extreme saturation of the ground beneath many roads across the County. The weight of traffic then caused the asphalt to fail, resulting in the formation of potholes, depressions, and road damage.

Potholes and depressions are continuing to form. Public Works is filling the holes as rapidly as possible.

To report potholes:

- 1) Use the MyPasco App.** For more information about the MyPasco App, please visit: www.bitly.com/mypasco
OR
- 2) Go to www.pascocountyfl.net,** click on the 'Customer Service Center' and then click "**Submit A Request.**"

What is Pasco County doing to address road failure?

Public Works is tracking the locations of failed roadways and developing a repair priority. Temporary repairs to maintain access are underway. Permanent repairs will, in most cases, take time to be made. The County is installing 'local traffic only' and 'no heavy trucks' signs on the damaged roads.

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How can residents help minimize road damage?

If possible, avoid driving over damaged areas. Minimize the use of heavy vehicles in saturated or damaged areas.

Where can residents find more information about the current situation?

Informational meetings are being scheduled and will be held for each area that has been affected. Please monitor the website www.pascocountyfl.net for the latest information on meetings dates, times and locations.

Will Pasco County repair privately maintained roads damaged due to the flooding?

Due to State Law limitations, the County will only perform repairs on privately maintained roads if those roads are no longer accessible to emergency vehicles. In such an event, the County may take steps to make that road accessible to emergency vehicles.

TRASH

Are there changes in trash pickup schedules?

Waste Management:

Monday/Thursday customers - compromised roads will be serviced on Thursdays ONLY
Tuesday/Friday customers - compromised roads will be serviced on Fridays ONLY
Wed./Saturday customers - compromised roads will be serviced on Saturdays ONLY

Progressive Waste Solutions:

Monday/Thursday customers - compromised roads will be serviced on Thursdays ONLY
Tuesday/Friday customers - compromised roads will be serviced on Fridays ONLY

If you are not in an affected flood area, you should have your normal garbage pickup.

Recycling: Pasco County's recycling schedule will remain as scheduled since the haulers are only on these roads once every other week.

Contact your local hauler for a delivery schedule.

Licensed Pasco County Haulers Contact Information:

- Progressive Waste Solutions: New Port Richey: (727) 849-3333, Dade City: (352) 583-4204
- County Recycling, Inc.: (888) 522-5794
- J.D. Parker & Sons, Inc.: (727) 845-1024
- Republic/Seaside Sanitation: (727) 868-2566
- Waste Aid: (813) 996-1457
- Waste Express, Inc. (bought by Progressive Waste Solutions): (727) 849-3333
- Waste Management of Pasco: (800) 255-2172
- City of Zephyrhills: (813) 780-0022

Will there be debris pickup?

Crews began debris removal on Monday, August 17, 2015 at 07:00 a.m. Operations will run Monday through Friday for three weeks. Homeowners must have all debris materials brought to the curb or roadside for pickup. Residents should be aware not to block fire hydrants, mailboxes, electrical boxes or any other structures.

Debris must be separated into the following categories:

Furniture

- Mattresses
- Couches, sofas, chairs
- Dressers
- Lumber (if NOT pressure treated)
- Particle board
- Laminated flooring
- Dry Insulation (if wet, pile with construction debris)
- Carpet & Padding

Construction

- Drywall
- Plaster board
- Ceramic tile
- Concrete
- Lumber (pressure treated)
- Wet insulation

Vegetation

- Tree cuttings (must be no more than 5 feet in length and all branches must be bundled)

White Goods

- Appliances
- Metal furniture
- Metal shelving
- Bicycles
- Items that are more than 75% metal

Delayed Pick Up

Hazardous Waste – Delayed pick up

- Any household chemicals
- Oil, gas, flammables
- Lawn & garden chemicals
- Televisions
- Computer monitors computer towers (CPU's)