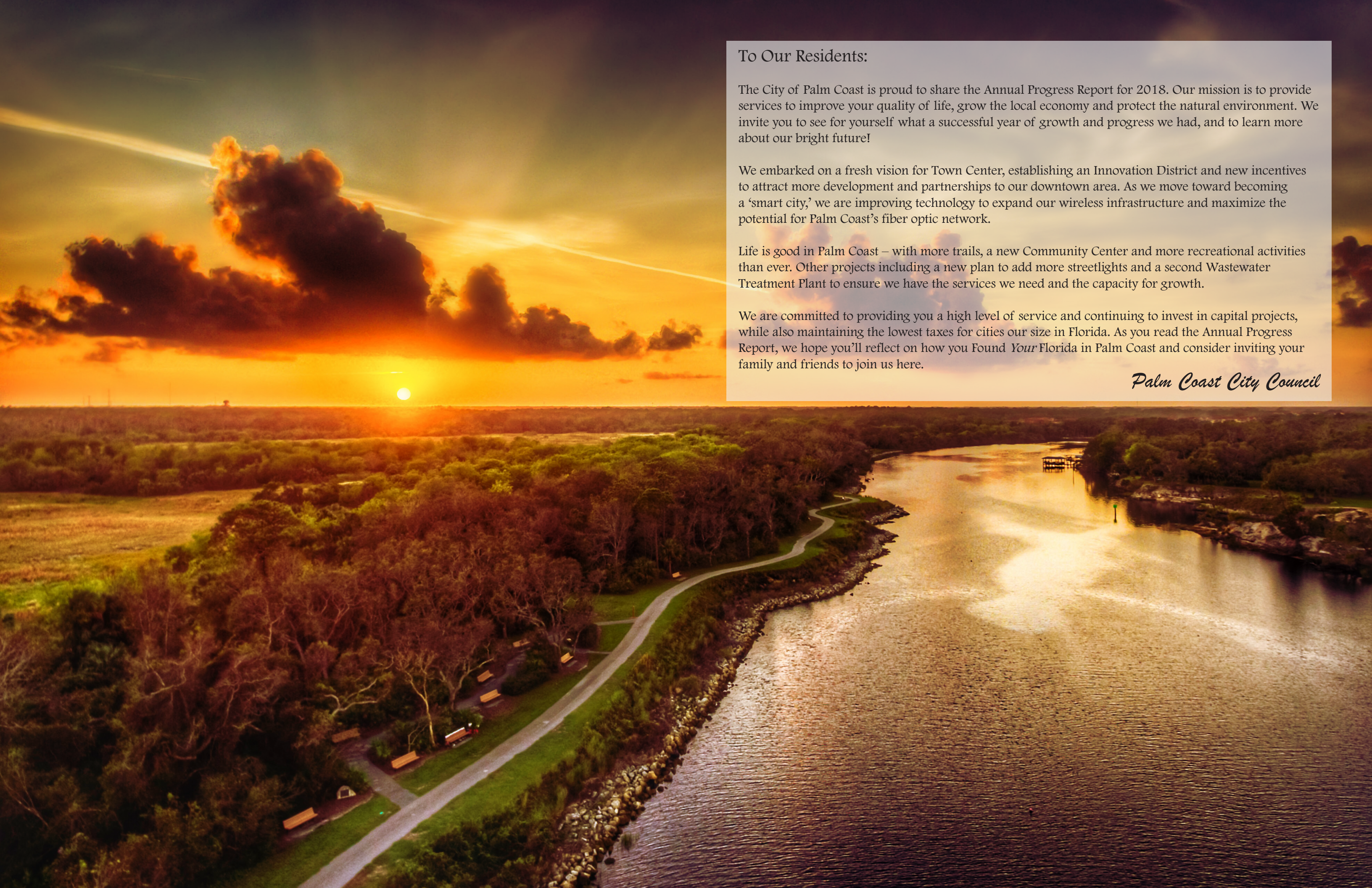


2018

ANNUAL PROGRESS REPORT

city of
PALM COAST



To Our Residents:

The City of Palm Coast is proud to share the Annual Progress Report for 2018. Our mission is to provide services to improve your quality of life, grow the local economy and protect the natural environment. We invite you to see for yourself what a successful year of growth and progress we had, and to learn more about our bright future!

We embarked on a fresh vision for Town Center, establishing an Innovation District and new incentives to attract more development and partnerships to our downtown area. As we move toward becoming a ‘smart city,’ we are improving technology to expand our wireless infrastructure and maximize the potential for Palm Coast’s fiber optic network.

Life is good in Palm Coast – with more trails, a new Community Center and more recreational activities than ever. Other projects including a new plan to add more streetlights and a second Wastewater Treatment Plant to ensure we have the services we need and the capacity for growth.

We are committed to providing you a high level of service and continuing to invest in capital projects, while also maintaining the lowest taxes for cities our size in Florida. As you read the Annual Progress Report, we hope you’ll reflect on how you Found *Your* Florida in Palm Coast and consider inviting your family and friends to join us here.

Palm Coast City Council

FUTURE IN FOCUS

To ensure the steadfast pursuit of the City's vision, six goals with objectives and strategies to guide staff with implementing Council's direction.



Goal 1
Expansion



Goal 2
Economic



Goal 3
Finance



Goal 4
Environmental



Goal 5
Quality of Life



Goal 6
Workforce
Talent

Our Vision:

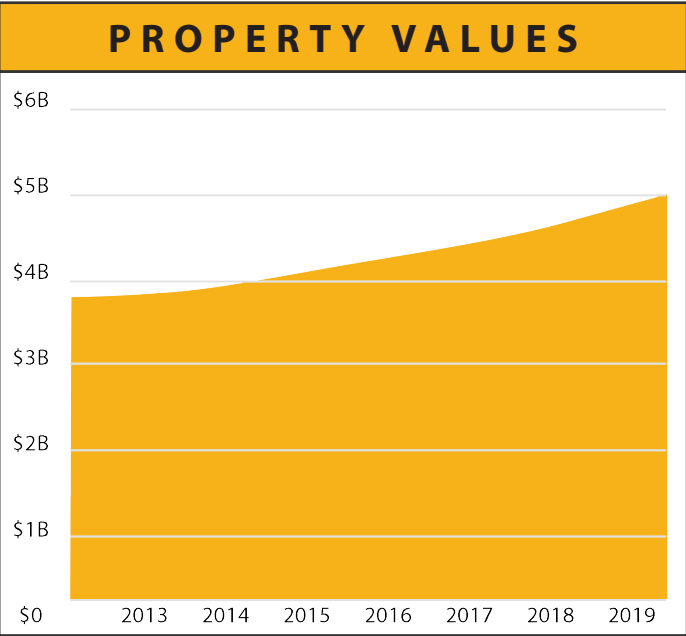
A multigenerational community recognized as one of Florida's premier cities that values...

- Building a diverse, sustainable economic base to support innovation while providing necessary infrastructure and services
- Providing exceptional amenities and standards that support a high quality lifestyle
- Protecting the environment and beauty of Palm Coast while conserving natural resources

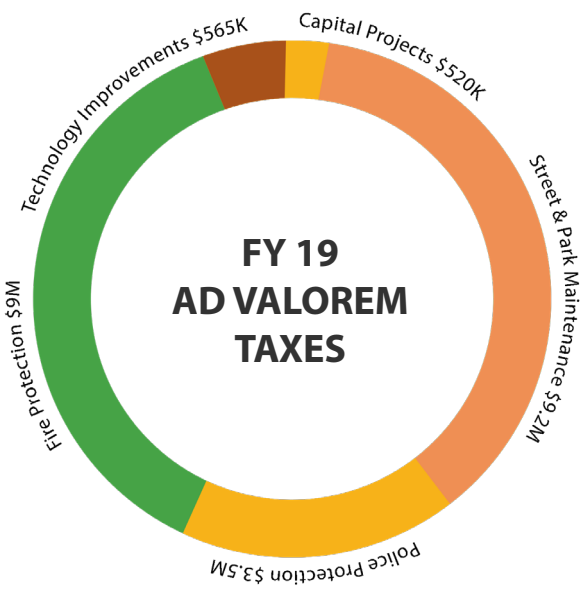
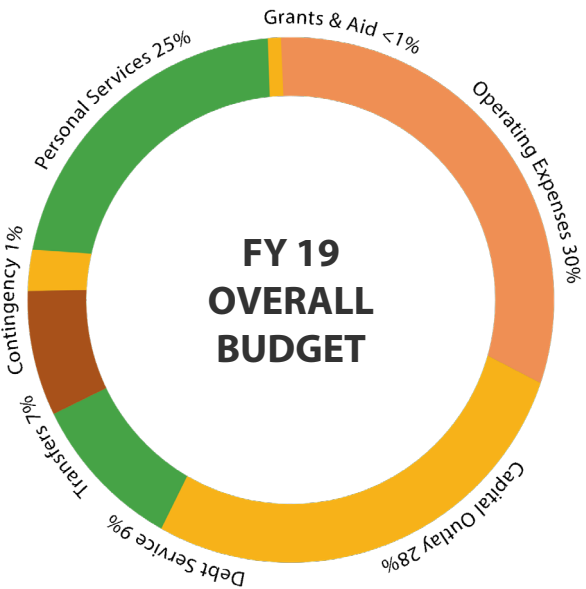


FINANCIALS

Long-term planning and revenue diversification are the pillars of financial excellence and resiliency. The City remains committed to fiscal responsibility in delivering value-added services to residents and businesses.



BUDGET BY FUND TYPE	
FUND	FY 19
Total General Fund	\$37,424,362
Total Special Revenue Funds	20,054,367
Utility Fund	42,395,540
Utility Capital Projects Fund	25,862,557
Solid Waste Fund	8,450,296
Stormwater Fund	12,884,605
Building Permits Fund	2,333,000
IT Enterprise Fund	512,757
Total Enterprise Funds	\$92,438,755
Total Internal Service Funds	\$17,787,336
Subtotal Budget All Funds	\$167,704,820
Less Interfund Transfers	23,931,321
TOTAL	\$143,773,499



CITY INFORMATION



Palm Coast City Council

(pictured from left)
Jack Howell, Council Member District 2; Nick Klufas, Council Member District 3;
Milissa Holland, Mayor; Eddie Branquinho, Council Member District 4; Robert Cuff, Council Member District 1

- Mayor – Milissa Holland
mholland@palmcoastgov.com
- Council Member, District 1 – Robert Cuff
rcuff@palmcoastgov.com
- Council Member, District 2 – Jack Howell
jhowell@palmcoastgov.com
- Council Member, District 3 – Nick Klufas
nklufas@palmcoastgov.com
- Council Member, District 4 – Eddie Branquinho
ebranquinho@palmcoastgov.com

APPOINTED OFFICIALS

- Interim City Manager -- Beau Falgout
- City Attorney -- William E. Reischmann, Jr.
- City Clerk -- Virginia Smith
- Finance Director -- Helena Alves
- Information Technology Director -- Chuck Burkhart
- Fire Chief -- Gerard Forte
- Utility Director -- Richard H. Adams
- Recreation & Parks Director -- Alex Boyer
- Public Works Director -- Nestor Abreu
- Community Development Director -- Stephen Flanagan
- Human Resources Director -- Wendy Cullen

CONTACT INFORMATION

- Customer Service (386) 986-2360
- City Manager’s Office (386) 986-3702
- Parks & Recreation (386) 986-2323
- Building & Permits (386) 986-3780
- Business Assistance Center (386) 986-2499
- Planning/Zoning (386) 986-3736
- Fire (386) 986-2300
- Animal Control (386) 986-2520
- Urban Forestry (386) 986-3758

INNOVATION, BUSINESS & TECHNOLOGY

We're accelerating innovation that is driven by data and technology to benefit businesses and the overall community.



As one of Florida's newest cities and fastest growing in the late 2000s, our City incurred a heavy blow at the heart of the Recession. Unemployment became high, home ownership and business growth went down, and development for the anticipated Town Center stopped; yet, flash forward into 2018, the City has poised itself to becoming an innovative hub and world-class destination for inclusive growth. Home to almost 90,000 residents today and over 3,500 businesses, Palm Coast charted a new course this year at an accelerated rate.

From expanding municipal fiber, attracting new investments through an Opportunity Zone designation, launching an Innovation District and kick-starting a development incentive program are just a few of the major milestones the City reached this past year. And you know what the best part is? In less than a year of implementing all of these projects, the response of new businesses, developments and lifestyle opportunities for our community just keep rolling in. So with that, we are actively writing the next chapter for Palm Coast and proud to share 2018's highlights.

SPARKING INNOVATION

Palm Coast hires its first 'Head of Innovation & Economic Growth' and establishes an Innovation Team

Town Center receives an Opportunity Zone federal designation to help incentivize private investment in the area

City Council approves the first-ever incentive program for residential and commercial developments called the 'Innovation Kick Start Program'

A Drone Program is launched to increase safety, expand public services, reduce costs and utilize communication technology solutions

Palm Coast deploys an advance automatic metering system to allow remote readings on our 43,500 miles of waterway systems and empower citizens on water use

Several Palm Coast parks receive solar shades and trees as part of FPL's SolarNow Program

The streets go bright with newly installed LED lights

The heart of Town Center gets designated as an 'Innovation District' to cast City Council's vibrant and thriving vision of tomorrow

Palm Coast announces the first project in the Innovation Kick Start Program, The Palms at Town Center, which will provide 88 new homes for families in 2019

The City partners with local tech company, Coastal Cloud, to begin building a world-class interactive citizen portal coming in 2019

Magellan Advisors assists in creating a municipal broadband network business plan for FiberNet

In creating a legacy, the City works along 14 college students during our internship program

To continue to expedite development in Palm Coast, real-time electronic development submissions are now available

Palm Coast installs 217 solar panels powering the grid with 60 kW of clean energy and provides 26 vehicles with shade at the Community Center

FIBERNET

- FiberNet is Palm Coast's only all-fiber optic network, and it is owned by the City
- FiberNet delivers 60 miles of conduit and 54 miles of high count fiber cable that serves businesses, City facilities and Flagler County School District Facilities.
- Palm Coast is 1 of 150+ communities in the U.S. that have publicly-owned networks that offers at least 1 gigabit services
- Today, FiberNet has over 120 connections
- The City is currently exploring a P3 (public private partnership) to further FiberNet's business model
- FiberNet generates about \$631,151 per year and has saved over \$3 million since 2008

228%

more dollars were invested through Business Assistance Center clients

\$48,424

were given in economic incentives to local businesses who have invested millions in return

\$8.1M

was received from tax revenues from residents and visitors alike through shopping local

194

clients were assisted by the Business Assistance Center in 2018



BUSINESS ASSISTANCE CENTER

- The Business Assistance Center (BAC) at the City offers free business assistance services to small businesses at no cost
- BAC clients invested over \$1.75 million back into the economy this year alone
- 52% more business licenses were processed this year than in 2017
- The City welcomed new businesses Moonrise Brewery, Chipotle and IHOP to the community
- Gioia Sails, a boat upholstery manufacturing plant, opened a 30,000 sq.ft. facility in Palm Coast
- Florida Hospital Flagler (now AdventHealth) announced a \$25 million project in Palm Coast for a 12-bed freestanding emergency department coming to northern Palm Coast



CITY SERVICES

The City is committed to delivering high-quality services that give us a safe, functional community and allow for growth.

Providing high-quality services to our residents is our No. 1 job! With the rapid growth Palm Coast has experienced, the City strives to continually plan for the need for additional services such as an adequate supply of drinking water, road projects, street lights, drainage improvements, law enforcement and fire protection. The City Council updates the Capital Improvement Plan (CIP) annually to provide a safe, functional community and allow for growth.

Big projects completed in 2018 include the opening of a second Wastewater Treatment Plant that adds capacity for our sewer system, adoption of a new street-lighting program for major roadways, implementation of new Flood Insurance Rate Maps for flood zones, transportation safety improvements and the launch of LiDAR, a high-resolution surveying and mapping technology, for assistance with drainage improvements and development.

And there's so much more planned in the coming year and beyond! Everything is designed to make our lives better and set the stage for positive growth and development.

UTILITIES

The City's original Wastewater Treatment Plant on Utility Drive was built in the early 1970s. Its capacity was expanded over the years, to 6.83 million gallons/day, but it has nearly maxed out.

In 2018, Water Treatment Plant 2 opened off U.S. 1 in northwestern Palm Coast – adding 2 million gallons per day of additional sewer treatment capacity, which is needed for future growth. The new plant produces a highly treated effluent used for irrigation and groundwater recharge, and a reclaimed water main was installed for that purpose. In addition, a Master Pump Station was added in the Matanzas Woods area to support the wastewater system.

The City purchased the Mosquito Control District's former property on Utility Drive to provide office/training space and storage for the Utility Department.

A rate increase for water and wastewater (sewer) was implemented Oct. 1, 2018, to cover increased operating costs and infrastructure improvements.

The Utility took the first steps toward fixed-base meter reading. Installation of the infrastructure will begin in FY2019 and once complete, meters will be read remotely and a portal will be provided to allow customers to read and analyze their own water use data.



32%

FY2018 was a very wet year, starting with Hurricane Irma – resulting in a 32-percent increase in wastewater flows. To reduce overflows caused by heavy rains, the City upgraded several pump stations and installed larger pipes in some areas.

3.7%

Total water produced was down 3.7 percent – because demand for irrigation decreased during rainy weather.

910

Growth in customers continued to climb with the installation of 910 new water meters, a 20-percent increase over FY2017, and 228 new PEP tanks, 23 percent more than the previous year.

PUBLIC SAFETY



The City contracts with the Flagler County Sheriff's Office for law enforcement services.

Following an increase in serious traffic accidents including fatalities, the City Council funded five additional deputies for road patrol in 2018.

Flagler County Sheriff Rick Staly implemented three distinct and unique policing districts – the beaches, Palm Coast and western Flagler County – to ensure deputies are familiar with the communities they serve.

New in early 2019, the FCSO is adding License Plate Readers in Palm Coast to assist deputies in searching for a dangerous criminal, a missing person, or a stolen vehicle. LPRs notify the dispatch center and deputies in the field the moment an identified wanted license plate is read and pin-point a geo-location so that deputies can immediately respond.



The Palm Coast Fire Department responded to 10,014 total calls in FY2018. Of those, 772 were fire calls; 6,808 were medical; 698 were motor vehicle crashes; and 1,736 were general.

Four volunteer firefighters became full-time career firefighters through the department's innovative Internship Program. Volunteer interns receive training while they achieve fire certifications with the goal of a career in the Palm Coast Fire Department.

Public education and community outreach are high priorities. This year, 7,000 students were taught fire safety. Car seat technicians are available at all five fire stations to assist with the installation of car seats.

Students in Flagler Palm Coast High School's Fire Academy continue to participate in the department's Ride Along Program.



Longtime Fire Chief Mike Beadle retired and Deputy Chief Jerry Forte was sworn in as the City's fire chief at a Transfer of Command ceremony in September. The department announced a new Deputy Chief, Bradd Clark, in December.





OLD KINGS ROAD PD&E STUDY

OLD KINGS ROAD SEGMENT 1
FROM PALM COAST PARKWAY
TO FLREST GROVE DRIVE



TRANSPORTATION

Palm Coast's No. 1 transportation improvement project is the four-laning of Old Kings Road North. The 3.6-mile stretch to be widened is from just south of Palm Coast Parkway northward to Forest Grove Drive.

The City's is finalizing right-of-way acquisition and project design in preparation for construction. The Florida Department of Transportation anticipates funding the first phase of construction in FY2020.

Twelve projects were identified in a transportation corridor study to improve traffic flow and safety on Belle Terre Parkway and Belle Terre Boulevard, the those projects are in the design phase. Improvements to the intersection of Belle Terre and State Road 100 were completed.

Second-phase improvements to the City's traffic signal optimization program were completed, and a third phase is underway to include providing access to traffic signal video to the Flagler County Sheriff's Office.

A comprehensive Pavement Management System action plan was approved, with priority projects added to the City's 5-Year Capital Improvement Plan.

Intersection improvements at State Road 100 and Seminole Woods Boulevard were started, to include addition of a turn lane on Seminole Woods.

city of PALM COAST

Preparing for High Waters is more than a Fashion Statement!

The City of Palm Coast is continually preparing for flood events – are you?

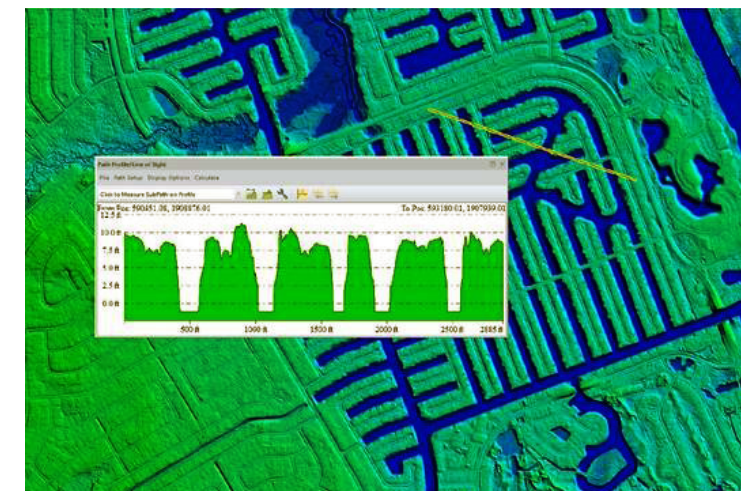
- Find out where your property is located with respect to FEMA Flood Insurance Rate Maps – the City can help you with this information!
- Contact your insurance agent to learn more about specific policies that might protect properties from damage costs due to flooding.
- Come to our Flood Friday event - 9 am to 4 pm Friday, April 20, at City Hall, 160 Lake Avenue, Palm Coast.

www.palmcoastgov.com/flood-prep

Flood Safety Awareness Week April 15 - 21

FIRM

FEMA updated its Flood Insurance Rate Maps, with the new FIRMs taking effect June 6, 2018. Many properties in Palm Coast were affected. For those owners now mandated to purchase flood insurance, most were notified by their insurance companies. City staff saw an increase in requests for flood zone determinations.



LiDAR

The City collaborated with St. Johns River Water Management District to bring Light Detection & Ranging (LiDAR) technology to Palm Coast in 2018. LiDAR is a high-resolution surveying and mapping technology. It is already being used by the City for floodplain management and for modeling to plan stormwater projects and also is available to engineers and surveying professionals working on private development.



Stormwater Drainage Master Plan

The City's stormwater drainage system was built by ITT in the 1970s and '80s, when the population was one tenth of its current size. After years of growth, an aging infrastructure and two hurricanes that put a spotlight on drainage issues, the City Council in 2018 approved an enhanced, comprehensive stormwater management plan to improve drainage system-wide.

A Master Plan is under way to look at the swales, ditches, canals, water control structures, pipes, and drainage basins and how they work together to protect homes and businesses from flooding. New solutions will focus on ditches and freshwater canals – because restoring them will help swales work better. Already, a more aggressive ditch maintenance program has started, and immediate priorities will address localized drainage issues in the W, E, F and R sections.

Projected costs will be provided during the Master Plan process, and computer modeling will help identify the most cost-effective options. The enhanced stormwater management program is being funded by revenues from the stormwater fee, which was increased Oct. 1, 2018.



Improving Stormwater Drainage

2018 was a big year for reconstructing water control structures (aka weirs) that control water levels in the freshwater canals. Projects included the W-1 Weir across from Buddy Taylor Middle School on Belle Terre Parkway and the L-1 and K-1 Weirs off Sesame Boulevard in southern Palm Coast.

Through the City's bridge maintenance program, the rehabilitation of the Colorado Bridge over College Waterway was completed in early 2018.

The Public Works Department completed a major ditch enhancement project on a tributary between Ramblewood Drive and Rymfire Drive to improve drainage in the R Section.



QUALITY OF LIFE

Every day, someone falls in love with Palm Coast. Our City boasts amazing parks and trails, programs galore for all ages, and events that make memories for life.

The New Heart of Everything

The spirit of our City is stronger than ever with the newly renovated Palm Coast Community Center. The contemporary coastal design welcomes visitors into a facility that has tripled its original size. Features inside the structure include an extraordinary 5,000 sq. ft. room with attached catering kitchen. A rubberized floor covers another room, perfect for fitness and active programs.



Be Local Buy Local Build Palm Coast

Sales tax funded most of the \$8 million community center. Local spending dollars go into a dedicated reserve that contributes to projects like the Community Center.

Since March 2018,
recreation programs
have more than **doubled**.

223
Programs

1,314
Activities

822
Reservations

1,337
Summer Camp Kids

parksandrec.fun

Trail Network

With the addition of the Seminole Woods Path and Lakeview Path segments, the City continues to expand its trail network to ensure safe connections to numerous destinations. The additions traverse Palm Coast’s most delicate scenery, promising an exhilarating experience for walkers and bicycle riders on a delightful exploration of numerous amenities.

130mi
2019 City-wide Trail Network

Seminole Woods Path

With a goal of safely connecting neighborhoods to parks, schools, shopping, and Town Center, the Seminole Woods Pathway project in its entirety is almost complete with the construction of the last 1.7-mile Sesame Boulevard segment underway along with the Citation Boulevard design and construction in the near future.

6.1mi
Completed: Aug. 2018



Lakeview Path

The Lakeview Path project is a critical addition to the overall network. It now connects the Matanzas Woods neighborhood to existing trails along Matanzas Woods Boulevard, U.S. 1, Belle Terre Boulevard, and beyond. The path addition will also bring the installation of 42 street lights.

1mi
Completed: Nov. 2018

Saving Energy in City Facilities

In 2014, we conducted a performance audit of all City facilities to target opportunities to enhance conservation strategies by reducing energy and water consumption. Through the analysis, LED retrofits were determined to be the quickest return of investment while recognizing that our facilities are very efficient. To date, LED has been incorporated into City Hall, Community Center, Utility Administration Building, all Fire Stations and each of the Water and Wastewater Treatment Plants.

Street Lighting LED Conversion

The final phase of the conversion has been completed by FPL. Staff is working on verifying the final conversions and updating the City’s GIS inventory.

2,700
Lights

100%
Completed

Streetlight Master Plan

Through City Council’s adopted priorities, the Master Plan focuses on the installation of continuous streetlights along City thoroughfares. As directed by City Council, Belle Terre Parkway and Lakeview Boulevard are the highest priority areas.



ICWW Cleanup

267

Volunteers

> 1 Ton

Trash Collected



Children Helping in Resource Protection

1,173

Students

CHIRP provides free, hands-on, conservation-focused field trips. The City partners with state and local agencies with the mission of providing fun, interactive learning experiences that inspire students' ambitions, curiosity and passion for the environment. Over the last six years, 5536 Flagler schoolchildren have participated in the program with a large portion happening in 2018.



Powering Our Future



Palm Coast is a leader in energy and natural resource preservation, evidenced by our multiple Green awards and our deeds that are rooted in nature. Partnering with FPL to support the SolarNow program was our perfect outcome. Adding FPL solar canopies and trees at our popular locations indicates how committed we are in the use of clean solar energy in Palm Coast.

Take a ride across the City to appreciate our newest venture. Clean, renewable energy is being generated through a 217 solar paneled canopy providing shade for 26 vehicles at the Community Center. A second solar canopy is also located in Holland Park which is pictured above. A stop in Central park reveals three solar trees that were "planted" along the walkway. The trees have USB and power outlet connections that can be used by park visitors to charge mobile devices.

Arbor Day

400

Trees Given Out

1.5 Tons

Paper Shredded



SPECIAL EVENTS

WINTER

STARLIGHT EVENT & PARADE
CHRISTMAS TREE RECYCLING
PALM COAST MEN'S 25K: A USTA M25 EVENT
BIRDS OF A FEATHER FEST

SPRING

EGG'S TRAVAGANZA
TEEN FLASHLIGHT EGG HUNT
ARBOR DAY CELEBRATION
MEMORIAL DAY CEREMONY

SUMMER

FIREWORKS IN THE PARK
INDEPENDENCE DAY
INTRACOASTAL WATERWAY CLEANUP
SENIOR GAMES

FALL

PINK ARMY 5K & FEET TO FEAST 5K
HALL OF TERROR
VETERANS DAY CEREMONY
CHRISTMAS TREE LIGHTING EVENT



We strive to make Palm Coast a great place to live, visit, and play! The fun lasts all year long with the Birds of a Feather Fest in February to the Starlight Parade in December and 44 other City-sponsored events in between. The diversity of events bring numerous opportunities to make memories through some friendly competition, an exciting parade with family and friends, community rooted initiatives, holiday get-togethers, festivals, and so much more.



The celebration of Independence Day is a true Palm Coast Showcase Event! Starting with a wonderful American Picnic with family and friends in Central Park and closing with a breath-taking fireworks display, Town Center is the place to be! With a goal of hosting a true family fun day, the event was full of interactive games, face painting, corn hole, music, dancing, and a cookout with a variety of food vendors and food trucks. While food and drinks are available for purchase, coolers and pop-up tents are also a welcomed element. This celebration is only one of 45 wonderful events hosted by our community. Other stellar events in Town Center to put on your to-do list are Egg'Stravaganza & Teen Flashlight Egg Hunt, Arbor Day Celebration, and Starlight Event & Parade.



CITY OF PALM COAST
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