



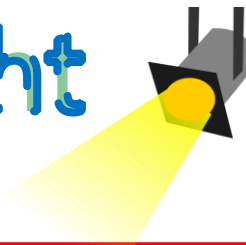
9/15/2017

City Manager's

WEEK-IN-REVIEW

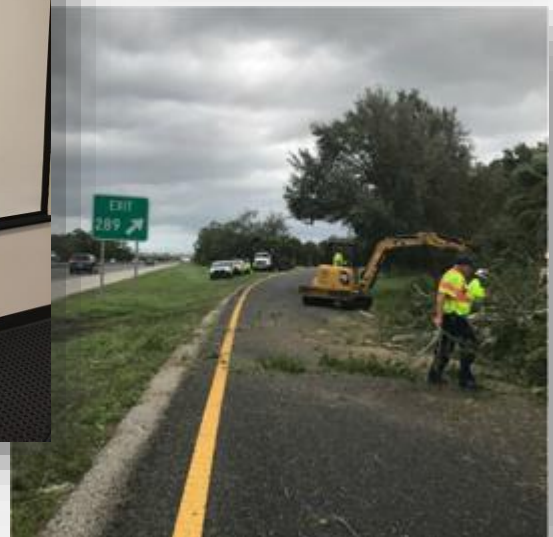
in the

Spotlight



What a week this has been! Every City department was focused on Hurricane Irma and the cleanup after she passed. We are incredibly proud of all we did to protect our community and feel very fortunate that no lives were lost and that damages were not any worse. As we close the week, our Utility and Public Works crews continue to be busy with pumping down the wastewater system, clearing trees and debris from streets, and cleaning up our parks and trails. Customer Service and other divisions are helping residents who were impacted by the storm. Now our focus is on recovery. Our debris collection will be fully under way on Monday. Power restoration by FPL is ongoing. Flooding is going down, and our Utility will be back to normal soon. Please read through this report for more details on the City's response to Hurricane Irma.

City Crews & Hurricane Irma Recovery



Announcements

*City Council Special meeting
Friday, September 15, 9am
City Hall, Community Wing – Council Chambers*



*Tuesday, September 19, 5pm
Central Park at Town Center*

Next Week:

- *Tuesday, September 19, 9am, City Council Business Mtg, City Hall – Community Wing, 160 Lake Avenue*
- *Tuesday, September 19, 5:30pm, Planning & Land Development Regulation Board Mtg, City Hall – Community Wing, 160 Lake Avenue*
- *Wednesday, September 20, 5:05pm, City Council Special Budget Mtg, City Hall – Community Wing, 160 Lake Avenue*

Attachments

- Administrative Services & Economic Development Department Update
- Public Works Department Update
- Information Technology Department Update
- Community Development Department Update
- Fire Department Update
- Parks & Recreation Department Update
- Utility Department Update
- Humane Society, Pet of the Week

News Releases

- Senior Games Resumes
 - Hurricane Irma Related News Releases (12 news releases included, current to pre-storm)
-

Communications & Marketing

This week was focused exclusively on keeping the public informed before, during and after Hurricane Irma. The hurricane team included Communications & Marketing Manager Cindi Lane, Digital Communications Coordinator Jason Giraulo and Fire PIO Patrick Juliano. We were based at Fire Station 25 – the City's EOC – throughout the storm.

Our communications efforts were focused on media relations, social media, the City website and public appearances for Mayor Milissa Holland and Fire Chief Mike Beadle. The Division sent 11 news releases this week (14 total for the event, so far). Media interviews were done daily with all area media, and including up to three live radio broadcasts each day.

The storm the most effective use of social media in the history of the City of Palm Coast – in terms of reaching and engaging with our citizens. We used both Facebook (www.facebook.com/discoverpalmcoast) and Twitter (www.twitter.com/palmcoastnow), posting about 200 times to Facebook and 150 times to Twitter.

Jason created three produced videos – about pep tanks, Flagler Beach's recovery and a pre- storm update. We went "live" on Facebook 12 times, including during the storm. One Facebook Live video hosted by Jason aired for an hour-and-a-half during the storm, with many residents commenting on how comforting it was to see the City active at the fire station and there with them during the worst of the hurricane. Residents who had evacuated used the City's Facebook page to find out what was happening at home. After the storm, residents shared information on power outages and other issues.

In all, our Facebook posts received:

- Comments: 2,580
- Likes: 5,946
- Shares: 2,575
- Video Views: 121,749
- Reach: 747,245

The team also prepared talking points for City leadership and documented the storm, damages and communications opportunities with both photos and video. Working with IT, the Division provided extensive content, including news releases from Flagler County, the Flagler County Health Department, Flagler Schools and other local governments, for the City's Hurricane Irma website. The one non-hurricane release sent this week was for Monday's start of the Palm Coast & the Flagler Beaches Senior Games.

City Clerk

- Processed 1 public records request.
- Prepared and processed documents for recording.
- Prepared several agenda items.
- Prepared and posted 1 agenda.
- Prepared and delivered food for employees post Hurricane Irma with many divisional employees.



Central Services Division

Purchasing

| Status | Ref. # | Project |
|------------|-------------------|--|
| Open | ITB-UT-17-51 | Lime Sludge Hauling & Disposal for WTP 2 |
| Open | ITB-CD-CME-17-61 | L-1 AND K-1 SURFACE WATER CONTROL STRUCTURE REHABILITATION |
| Open | ITB-UT-WD-17-63 | Filter Valve Replacement |
| Evaluating | RFP-ADM-17-50 | State Lobbyist Services |
| Evaluating | ITB-PW-SD-17-48 | Culvert Pipes |
| Evaluating | ITB-PW-SD-17-58 | Roadway Striping Maintenance |
| Completed | ITB-PW-U-17-55 | High Calcium Bulk Quicklime |
| Completed | ITB-UT-17-57 | Valve Exerciser/Vacuum with Attachments on a Trailer |
| Completed | ITB-PW-U-17-52 | Sodium Hydroxide (25% - Rayon or Membrane Grade Caustic) |
| Completed | ITB-PW-FLT-17-59 | 72" Cut Articulating Mower Deck |
| Completed | ITPQ-CD-CME-17-61 | L-1 AND K-1 SURFACE WATER CONTROL STRUCTURE REHABILITATION |

Contracts Processed:

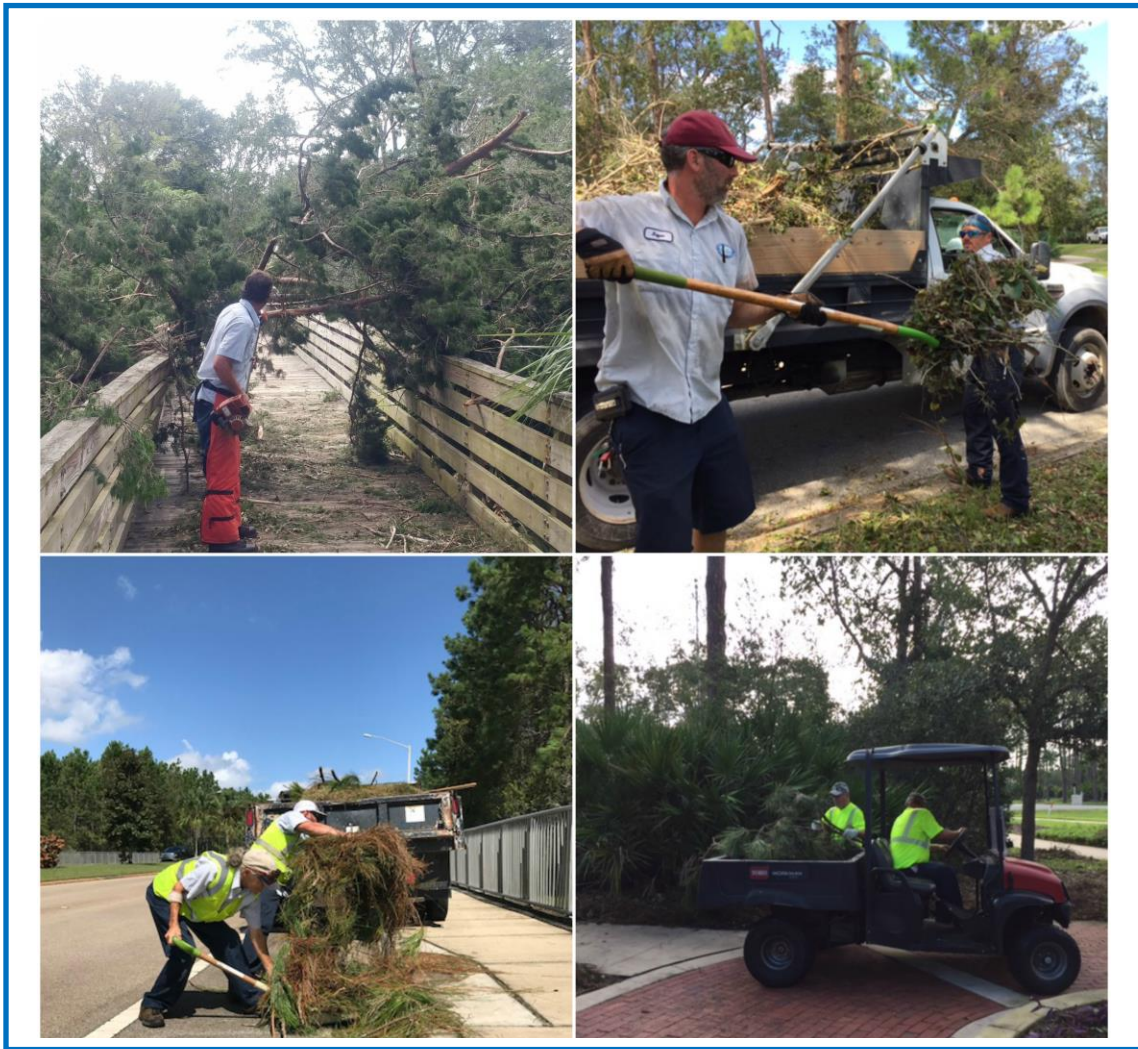
- Konica Minolta Business Solutions USA, Inc., Piggyback for Multifunction Products, Printers, Facsimile Equipment, Scanners, Etc., Ref. No. 600-000-11-1

PUBLIC WORKS – Nestor Abreu, Director

Public Works Hurricane Irma Recovery

Public Works crews restore vital infrastructure & services for the citizens of Palm Coast.





Everyone comes together to help feed our hard working hungry crews

Applications

- Applications Division put up a temporary website during Hurricane Irma's impact. This website was hosted in Microsoft Azure to ensure it would remain up during the event, and was also "bare bones" so citizens would quickly be able to find the information they needed.
- Applications Division created SQL views into our Munis Work Orders and Issue Tracking Systems to allow GIS to map Hurricane Irma related requests.
- Applications Division posted 78 press releases related to Hurricane Irma.

GIS

- GIS participated in Emergency Operation Management for Hurricane Irma. GIS operated from the EOC from noon Sunday until Tuesday evening. Paper and Web Maps produced included critical lift station maps, Accessible road tracking, Trees on power lines, Disaster Recovery zone map books, Code Enforcement Inspection zones, Citizen Incident reports, and Evacuation Zone Maps.

Operations

- Operations Division completed numerous Service Requests.
- Operations Division Provided support for the following meetings:
 - Munis Training
- Operations Division replaced numerous battery backups and phones that were affected by Hurricane Irma.
- Operations Division setup the Emergency Operations Center at Fire Station 25.
- Operations Division provided IT Logistical Support to EOC personnel.
- Operations Division updated all EOC Laptops to Windows 10 Operating System.
- Operations Division setup temporary charging stations in Central Park. Citizens were able to use the stations to charge devices and utilize the City of Palm Coast public wifi.
- Operations Division modified call routing system to support 24-hour call center operations.

COMMUNITY DEVELOPMENT – Stephen Flanagan, Director

*PROVIDE GUIDANCE FOR WELL-PLANNED GROWTH AND
DEVELOPMENT FOR THE PROTECTION OF THE CITY'S
NATURAL RESOURCES, PUBLIC HEALTH, SAFETY, AND WELFARE.*

| | |
|------------------------------|---|
| Friday, September 8th | Construction contractors and City crews prepared for the hurricane by removing construction debris and strapping down materials. |
| Monday, September 11th | City crews assess for damages City-wide (L, W and E sections and commercial facilities) and assisted with pumping down PEP tanks in the R section. |
| Tuesday, September 12th | City crews continued City-wide damage assessment and for various Utility facilities and continued assisting with pumping down PEP tanks in the R section. |
| Wednesday, September 13th | City crews inspected developer and capital construction projects for hurricane damages. In addition, inspected the drainage pipes on the Lehigh Trail to ensure they were clear of debris and worked on backlogged inspections. |
| Thursday, September 14th | City crews pumped PEP tanks in the R section. |

Spotlight Projects

Damage Assessment Teams were out immediately following Hurricane Irma Monday mid-morning. As of Wednesday afternoon, Palm Coast documented 1,118 properties with damage. Of those, 953 were affected, and 112 had minor damage, 6 major damage and 2 destroyed.

Affected - minimal damage

Minor - uninhabitable
without some repair

Major - uninhabitable
without major repairs

Destroyed - uninhabitable
and cannot be repaired



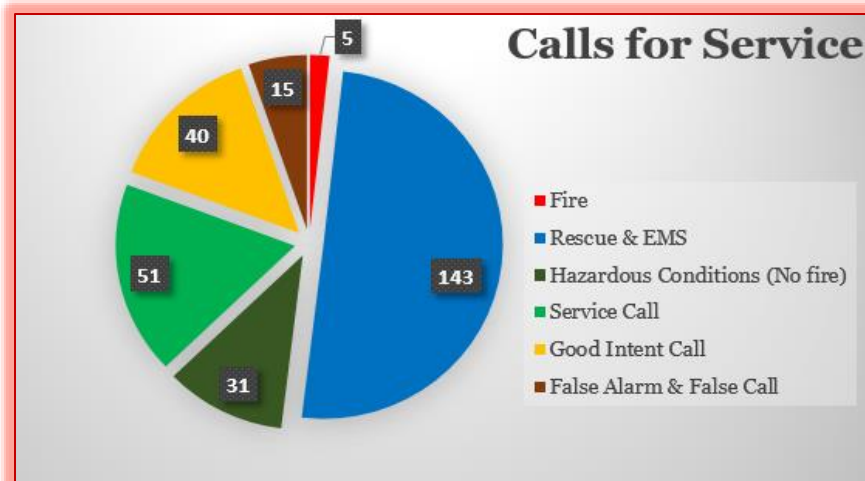
BEACHSIDE ELEVATED WATER TANK – TREE BRANCH
DEBRIS



UTILITY ADMINISTRATION BLDG. @ 2 UTILITY DRIVE – TREE ON FENCE



PEP TANK PUMPING - R SECTION



GUIDANCE

Tip of the Month:
Hurricane and Flood Preparedness
<https://youtu.be/PBgjMMkmC4>

Download CodeRED to be notified
of emergencies that may impact
your safety:
<http://www.palmcoastgov.com/emergency/codered>

COMMUNITY OUTREACH

| | |
|-------------------------------|---|
| Smoke Detector Battery Change | 10 MTD/Aug |
| Child Safety Seat Installs | 9 MTD/Aug |
| CPR | Scheduled for September 16 th <i>CANCELLED</i> |

DEPARTMENT ACTIVITIES

Fire Station 25 hosted the Hurricane Irma Emergency Operations Center, as well as Customer Service Operations.

City Operations were conducted out of Fire Station 25 for three days.

VOLUNTEERS

Volunteers Firefighters, Fire Police, and Associates assisted fire crews with various duties. Thank you for your commitment!



**Palm Coast FF Chandley
Assists with Home Rescue**

HIGHLIGHTS

Palm Coast Firefighters and Volunteer Firefighters conducted street assessment immediately after winds decreased.



**Fire Station Communications
Street Assessment**

Palm Coast Firefighters in the LMV assisted the City of Flagler Beach Fire Department as they worked together to rescue those stranded from rising water in Flagler Beach.



**Palm Coast Fire Department Crew Assisting
Flagler Beach Fire Department with Resident Rescues**

Palm Coast Fire Department assisted Storm Water with the reduction of the water level of the lake at Flagler Palm Coast High School.



**Engine 242 drafted 2000 gallons per minute from the
lake at FPC**

Executive Summary: Parks & Recreation fared well through Hurricane Irma with minimal damage to parks and facilities. We are fortunate to have a dedicated team who came together and got things cleaned up as quickly as possible. We were able to get most of our facilities open starting on Wednesday, Sept. 13. The hours of operation were as follows:

Palm Coast Tennis Center

Open 8am - 4pm Wednesday, Sept. 13 for court play only. No clinics.

Open regular hours for Thursday, Sept. 14 for court play only. No clinics.

Open regular hours for Friday, Sept. 15. Clinics resume.

Frieda Zamba Swimming Pool

Open for regular operating hours starting Wednesday, Sept. 13.

Palm Harbor Golf Club

Putting green and range open starting Thursday, Sept. 14.

All other areas closed until further notice.

Prior to Hurricane Irma's arrival, we were able to host several successful programs including Creepy Crawlies on Sept. 6 and Aqua Zumba, Musical Munchkins, Game Day Social, and Critic's Choice all on Sept. 7.

Fall 2017 Activity Guide

<http://www.palmcoastgov.com/government/parks-recreation>

Community Calendar

<http://www.palmcoastgov.com/calendars>

Highlights

Creepy Crawlies

Our first session of Creepy Crawlies was held at Linear Park on Sept. 6.

Aqua Zumba

The fall season of Aqua Zumba kicked off on Sept. 7.

Musical Munchkins

14 toddlers with their parents enjoyed singing and playing musical instruments.

Game Day Social

Game Day Social started its weekly meeting with games like cards and mahjong.

Critic's Choice

10 participants dined together at Thai by Thai on Sept. 7.

Marketing/Advertising

Several emails were sent out and countless phone calls were made to all registered participants and other individuals to notify of program cancellations or changes.

Hurricane Preparation/Cleanup

Parks & Recreation staff made hurricane preparations and started cleanup on Sept. 12.



Aqua Zumba on Sept. 7



Musical Munchkins on Sept. 7



Parks & Recreation staff preparing for Hurricane Irma

COMING UP

New Senior Games Schedule

Archery, Cycling, and Golf Croquet CANCELED
Golf TBD

Tennis Doubles: Sept. 18, 9 a.m.-2 p.m.

Tennis Singles: Sept. 19, 9 a.m.-2 p.m.

Tennis Mixed Doubles: Sept. 20, 9 a.m.-2 p.m.

Horseshoes: Sept. 20, 7:30-10 a.m.

Swimming: Sept. 22, 9 a.m.-2 p.m.

Ballroom Dancing: Sept. 24, NOTE time change: 1-6 p.m.

Pickleball Doubles: Sept. 25, 9 a.m.-2 p.m.

Pickleball Singles: Sept. 26, 9 a.m.-2 p.m.

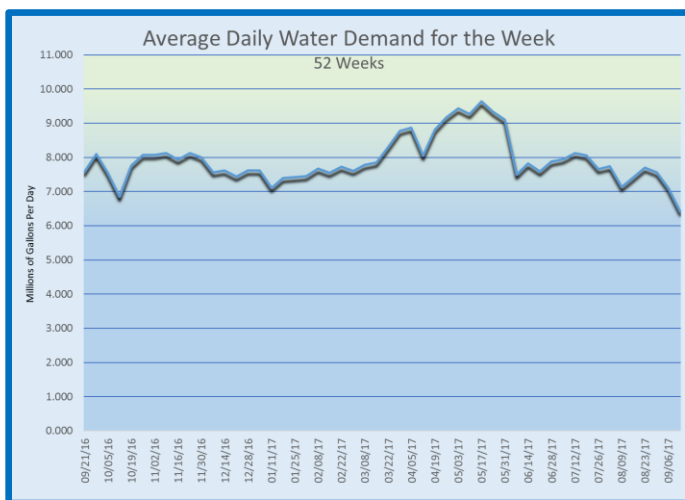
Pickleball Mixed Doubles: Sept. 27, 9 a.m.-2 p.m.

USTA Futures Tournament Jan. 30 – Feb. 5

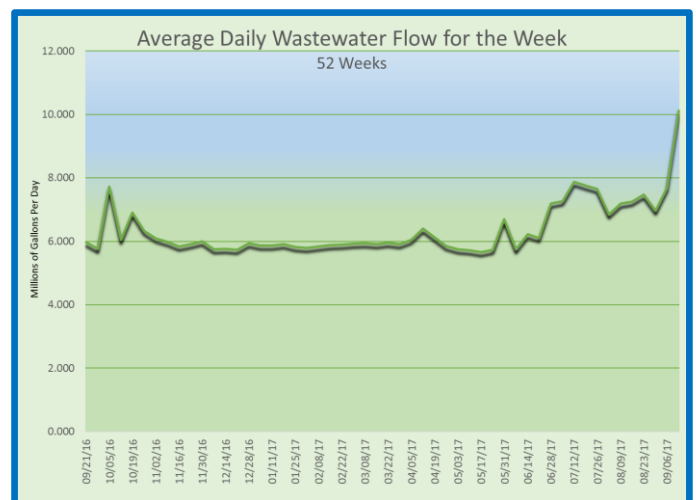
Utility – Richard Adams, Director

9-14-17

- Due to inflow/infiltration from Hurricane Irma, the average wastewater flow for the week was up to 10.119 million gallons per day.
- The average water demand for the week was down to 6.415 million gallons per day.
- From Thursday September 7th through Wednesday September 13th gauges at the water treatment plants recorded over 15" of rainfall.
- All activities for the week were centered around Hurricane Irma, including pre storm prep Friday through Sunday and after storm recovery the rest of the week; however some normal activities continued in spite of the work required for the storm.
- Pre-event preparations include installation of storm shutters, topping off fuel tanks in vehicles, generators, and all chemical inventories. Also, loose items were secured and heavy equipment was moved from the Utility office and staged at the three water treatment plants.
- Tank trucking contractors have been working since Sunday morning and continue to work pumping down parts of system that do not have power or that is surcharged. In total 11 trucks plus the three City trucks have been working 24 hours a day since given the all clear on Monday morning. All portable and in place generators were used and all portables are still in use.
- On Wednesday, September 13th crews repaired a water service line on Webwood Place and a water main at Fernwood Lane and Federal Lane. The latter affected 79 homes for 3 hours.
- As of 7:00 PM Thursday, 1,808 work orders were issued to the wastewater division with less than 250 outstanding.
- The wastewater treatment plant is receiving extra high flows but is able to meet all treatment standards. Moving treated effluent from the plant requires utilization of all disposal options including discharge of treated effluent to the Intracoastal Waterway, Cigar Lake reuse storage, Conservatory storage ponds and the new effluent irrigation system along US #1 in Palm Coast Park.
- As with any system that has been overcome with inflow from rainfall and flooding along with storm related power outages, there has been a number of wastewater overflows that have been recorded and reported to the FDEP. Crews are in the process of cleaning up any overflows. Cleanup includes sucking up any water with a vac-truck and disinfecting the area with lime.
- The utility department anticipates recovery efforts for the wastewater system will continue through the weekend and well into next week.



The average water demand for the week was 6.415 million gallons per day.



The average wastewater flow was 10.119 million gallons per day



191 Cats

93
Dogs

4 Rabbits

1 Chicken

1 Goat

Animals ready for homes

The Flagler Humane Society hopes everyone made it through the hurricane with minimal damage. We had a great success at the Disaster Emergency Shelter at Bunnell Elementary. We housed about 150 dogs, 50 cats, 6 birds, 1 rabbit, and 1 sugar glider. Everyone did well and the owners were happy that their pets were in a safe environment during the storm. Now we have to deal with the pets that no longer have a home because their owners have suffered structural damage. Owners should always plan for situations like this. Prepare for the chance that you may not be able to immediately go home. It is best to have a backup plan in place prior to actually needing it. Being prepared early will save you a lot of stress later.

Donation Opportunities: The *Flagler Humane Society Thrift Store* always accepts donations. They cannot take in any computers/printers or large appliances. Call 386-597-2839 and leave a message.

“General Donations” can be dropped off anytime at your convenience. FHS appreciates all donations, especially those from our Wish List (available at flaglerhumanesociety.org/wish-list). You can also purchase items via the Amazon.com link on the FHS website and ship them directly to the shelter.

Outreach Adoption Events: Don't forget that FHS have volunteers and adoptable pets at Petco in Palm Coast on Fridays & Sundays and at PetSmart in Palm Coast on Thursdays & Saturdays.

Interested in becoming a volunteer? Attend an orientation! Volunteer orientations are held at noon in the Humane Society education room every second Saturday of the month.

Interested in helping at Outreach Adoption Events? Join our Outreach Team! For more information, contact Katie at kshare@flaglerhumanesociety.org.

Interested in fostering? Contact our adoption specialist at adopt@flaglerhumanesociety.org.

Adoption Specials: See the FHS Facebook or Website for upcoming adoption specials.

Upcoming Fundraisers/Events: See the FHS Website for upcoming events – Watch for the next BINGO and FISH FRY event!

Offered Services: The Flagler Humane Society has a variety of *Subsidized Spay & Neuter Programs* for members of the community that need to have their pets or community pets sterilized. Please call FHS at 386-445-1814, email info@flaglerhumanesociety.org for questions.

FHS has a *Wellness Clinic* for minor veterinary issues. Call 386-445-1814 for Appointments. *Low Cost Vaccination Clinics* are held on the 1st and 3rd Saturdays of every month from 1pm-3pm. No appointments are necessary for the Low Cost Vaccination Clinics.

FHS also offers a “*Pet Food Pantry*” for those that are in need of assistance. Please call for more information.

To keep up with Flagler Humane Society happenings – visit us on the FHS Facebook/Twitter, our website at www.flaglerhumanesociety.org, or via email at info@flaglerhumanesociety.org.

Pet of the Week



CADY

Cady is a sweet little girl that needs someone who doesn't mind her spontaneous personality and love for life. She is approximately 8 months old and already spayed.

She is up to date on all her vaccinations and microchipped. She gets along great with other cats and loves cat toys. She has been at the shelter since May and nobody has looked at her. She has an independent nature but loves affection on her terms. She is an Abyssinian mix with the most unusual coat. She is currently being housed at Pet Supermarket and would love a home!

Adoption specialist:

Katrina Geigley
adopt@flaglerhumanesociety.org

Outreach Manager:

Katie Share
kshare@flaglerhumanesociety.org



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager
386-986-3708; cell 386-214-4729

Sept. 14, 2017

Cheer on the athletes at Palm Coast & the Flagler Beaches Senior Games!

Palm Coast – Let the games begin – finally! After being delayed by Hurricane Irma, the Palm Coast & the Flagler Beaches Senior Games will kick off with tennis on Monday and continue through Sept. 27.

Three events – archery, golf croquet and cycling – were canceled because of the storm. At this time it is unclear if the golf event will be held, because of course conditions.

The three pickleball events were changed to new dates, and the event time for ballroom dancing has been changed. Other events will be held on their originally scheduled days.

The public is invited to attend and cheer on the athletes at eight days of competition at various locations in Palm Coast and Bunnell. Admission for spectators is free.

Men and women ages 50 and up will be competing in nine sports in the Senior Games. The Palm Coast & the Flagler Beaches Senior Games are sanctioned by the Florida Sports Foundation and serve as a local qualifying event for the Florida Senior Games State Championships.

The updated schedule is as follows:

Monday, Sept. 18:

- **Tennis Doubles:** 9 a.m.-2 p.m. at the Palm Coast Tennis Center, 1290 Belle Terre Pkwy., Palm Coast

Tuesday, Sept. 19:

- **Tennis Singles:** 9 a.m.-2 p.m. at the Palm Coast Tennis Center, 1290 Belle Terre Pkwy., Palm Coast

Wednesday, Sept. 20:

- **Tennis Mixed Doubles:** 9 a.m.-2 p.m. at the Palm Coast Tennis Center, 1290 Belle Terre Pkwy., Palm Coast
- **Horseshoes:** 7:30-10 a.m. at Old Dixie Community Park on North Old Dixie Highway, Bunnell

Friday, Sept. 22:

- **Swimming:** 9 a.m.-2 p.m. at Frieda Zamba Swimming Pool, 339 Parkview Drive, Palm Coast

Sunday, Sept. 24:

- **Ballroom Dancing** (Waltz, Foxtrot, Tango, Swing, Rumba and Cha Cha): **NOTE time change:** 1-6 p.m. at the VFW, 47 Old Kings Road North, Palm Coast

Monday, Sept. 25:

- **Pickleball Doubles:** 9 a.m.-2 p.m. at Holland Park, 18 Florida Park Drive, Palm Coast

Tuesday, Sept. 26:

- **Pickleball Singles:** 9 a.m.-2 p.m. at Holland Park, 18 Florida Park Drive, Palm Coast

Wednesday, Sept. 27:

- **Pickleball Mixed Doubles:** 9 a.m.-2 p.m. at Holland Park, 18 Florida Park Drive, Palm Coast

The Palm Coast & the Flagler Beaches Senior Games are sponsored by Lancaster Archery Supply, Cora Physical Therapy and the Palm Coast Observer.

Come out to support our Senior Games athletes! For more information, call Palm Coast Parks & Recreation at 386-986-2323 or visit www.palmcoastgov.com/seniorgames.



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager
386-986-3708; cell 386-214-4729

Sept. 15, 2017

Debris collection to begin Monday in City of Palm Coast

Palm Coast – Palm Coast's regular routes are taking longer than usual due to the increased amount of household garbage following the storm. As pickup of household garbage is a priority, Waste Pro will finish any of Friday's routes that were not picked up on Saturday.

Then, on Monday, collection of storm debris will begin in earnest. Waste Pro will work six days a week until the cleanup is complete.

To expedite debris removal from residences, the City asks residents to help by separating everything at the curb into the following categories:

- Vegetative Debris – leaves, logs, plants, tree branches, etc.
- Construction & Demolition Debris – building materials, asphalt shingles, drywall, lumber, metal, plastics, etc.
- Normal Household Trash – Normal household trash and bagged debris of any kind will not be picked up with debris as part of this program. You should continue to follow your normal garbage and yard trash schedule for normal garbage and bagged storm debris.

Debris should be placed on your property near the curb – NOT on the street. Don't pile vegetative debris on your water meter box or your sewer cleanout cap or your PEP tank lid. The City may need access to these systems during storm recovery.

Please be patient. It will take more than one pass through Palm Coast before all the debris (whether bagged or loose) is picked up. Simply leave the debris at curbside until it is picked up. This process is expected to take several weeks.

Commercial businesses and apartments, townhomes, and condominiums are responsible for their own debris cleanup and hauling. Hurricane debris will not be picked up by Waste Pro. Businesses and multi-family residential developments should not place debris at the curb.

Other City of Palm Coast updates for Friday, Sept. 15:

Customer Service – Palm Coast Customer Service will continue to take calls for issues related to City services, including garbage and debris collection, water and sewer, streets and drainage. The number is 386-986-2360.

Buyer Beware – The City reminds residents to be cautious when considering contracting with businesses who solicit door-to-door. In Palm Coast, businesses are required to have a Solicitor's Permit to solicit door-to-door, and they must also have a Licensed Business Tax Receipt (business license) to work in the City. Also ask to see a copy of the company's insurance.

There have been reports statewide of fraud surrounding "assignment of benefits" forms. In those cases, a business representative often solicits door-to-door offering a roof inspection. The homeowner is asked to sign a form giving the vendor permission to conduct the roof inspection, but in these fraud cases, that form is actually an "assignment of benefits" in which you sign away your rights to make a claim with your insurance company and, sometimes, agree to pay a large fee for that roof inspection or agree to contract with a specific company for roof repairs. The City of Palm Coast advises homeowners to be very cautious and to read everything before they sign it. Instead, consider contacting your homeowners insurance before hiring any contractors for repairs.

Hurricane Irma insurance resources are available on the Florida Department of Financial Services website at www.fldfs.com.

For any questions about whether a business has a license to do work in Palm Coast, call the Business Tax Receipts office at 386-986-3766. The City advises using local contractors and businesses with which you're familiar.

Wastewater System Recovery – As the wastewater sewer system continues to be taxed because of the power outage, please limit your water use for showers, flushing, dish-washing. The less water that goes into the wastewater system, the less that has to be pumped out and trucked to the wastewater treatment plant.

If you get power restored and your PEP alarm sounds, there is no need to call Customer Service. Please continue to limit your water use for several hours; it will take a few hours for your PEP tank to pump down and to get back to normal operation.

Contact Us – More information on storm recovery is available on the City's website at www.palmcoastgov.com. Any questions about City of Palm Coast services – garbage and debris collection, water and sewer, streets, drainage – should be directed to Customer Service at 386-986-2360.

Infographic attached – Pet Safe After the Storm (created by Palm Coast Digital Communications Coordinator Jason Giraulo – feel free to use)



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager

386-986-3708; cell 386-214-4729

Sept. 14, 2017

City of Palm Coast offers information on tree removal/pruning & more info

Palm Coast – As citizens clean up their yards after the hurricane, the City of Palm Coast has prepared a short Q&A about tree removal and pruning.

Q: Who should I call to remove/prune my tree? A: The City cannot recommend any particular tree service. On the City website, www.palmcoastgov.com, search for “business tax.” Select “Tree Surgeons” from the list of business types to find all of the tree services that have their business tax paid and are registered with the City. Those businesses are expected to know Palm Coast’s regulations for tree-pruning. The City does not verify the insurance for these vendors, so ask to see a copy of their insurance. If you have not confirmed that they are registered with the City through the City website, also ask to see a copy of their Licensed Business Tax Receipt (business license).

Q: Whose tree is it? A: In this scenario, a neighbor is complaining about a tree from the adjacent property that has branches (either alive and extending onto the roof or broken and hanging) that extend over to his property. It is not the responsibility of the tree owner to prune the branches, but the adjacent property owner is permitted to prune the branches that extend onto his property. The adjacent property owner is not allowed to prune up vertically any branch that extends over the property line as this could harm the tree. They should prune back to a lateral branch or the main trunk if the damage extends that far. This would not require a permit from the City, and the City would not be involved in this type of civil issue.

Q: Who pays for the damage of a tree that fell from one property onto a developed lot? A: This is a legal issue for an attorney or property insurance companies, but generally, if the tree was in good condition and fell onto another property and caused damage, it is not the responsibility of the tree owner to pay for damages or remove the tree from the adjacent property. There may be issues if neglect is cited where the property owner should have known or was made aware of a tree’s hazardous condition before it fell. In this case, the tree owner may be responsible. This civil issue is between the neighbors and their insurance companies.

Q: What should I do if a neighbor’s tree is still endangering my property? A: Residents whose house is being endangered by a dead, dying or diseased tree from a neighboring property or public right-of-way should call City of Palm Coast Urban Forestry to report the tree issue. An inspector will be sent out to determine the action to be taken. Urban Forestry is at

386-986-3758. Also call Urban Forestry if you have any fallen trees from the public right-of-way that have damaged private property.

Other City of Palm Coast updates for Thursday, Sept. 14:

Debris Pickup Update – Storm debris removal will begin Saturday, Sept. 16. To expedite debris removal from residences, the City asks residents to help by separating everything at the curb into the following categories:

- Vegetative Debris – leaves, logs, plants, tree branches, etc.
- Construction & Demolition Debris – building materials, asphalt shingles, drywall, lumber, metal, plastics, etc.
- Normal Household Trash – Normal household trash and bagged debris of any kind will not be picked up with debris as part of this program. You should continue to follow your normal garbage and yard trash schedule for normal garbage and bagged storm debris.

Debris should be placed on your property near the curb – NOT on the street. Don't pile vegetative debris on your water meter box or your sewer cleanout cap or your PEP tank lid. The City may need access to these systems during storm recovery.

Please be patient. It will take several passes through Palm Coast before all the debris (whether bagged or loose) is picked up. Simply leave the debris at curbside until it is picked up. This process is expected to take several weeks.

Commercial businesses and apartments, townhomes, and condominiums are responsible for their own debris cleanup and hauling. Hurricane debris will not be picked up by Waste Pro or the City's debris collection contractor. Businesses and multi-family residential developments should not place debris at the curb.

Pet Care After the Storm – Keep your pet safe. As temperatures rise in your home without power, your pets need special attention to keep cool and safe. Here are some ideas:

- Ensure they have plenty of water. If possible, add ice to the water or create a large bowl of ice and float a smaller bowl of water in the ice to keep it as cool as possible. You can also give your pet ice cubes to lick, chew or play with.
- If you have rooms with ceramic tile flooring, be sure to allow your pets in those rooms. Tile is cooler than the surrounding air and will help keep your pets cooler.
- Hose down or spray down you dogs. The evaporating water will help keep them cool. Alternatively, you can purchase a cooling towel or bandana.
- Take your pets for a ride in the air-conditioned car or to a pet-friendly store for a break from the heat. But never leave your pet in a parked car.
- Allow your pets to go on the back porch or lanai, as long as they are in the shade. At night, it's often cooler outside than indoors.
- Consider purchasing a commercially available cooling pad for your pet.

Limit water use – As the wastewater sewer system continues to be taxed because of the power outage, please limit your water use for showers, flushing, dish-washing. The less water that goes into the wastewater system, the less that has to be pumped out and trucked to the wastewater treatment plant.

If you get power restored and your PEP alarm sounds, please continue to limit your water use until the PEP alarm stops. If the PEP alarm continues after 15 minutes, please call Customer Service at 386-986-2360 to report.

Customer Service hours - Palm Coast Customer Service will continue to take calls tonight for issues related to City services, including water and sewer, streets and drainage. The number is 386-986-2360.

If you have property damage, hire a licensed contractor - All contractors other than for debris removal and landscaping/tree removal are required to have a license. Ask to see the license, and take a photo of it, if possible. Call the Palm Coast Building Division at 386-986-3780 to make sure they have the right license. Also, get a written contract before the work starts.

Permit fees waived for Irma-related damage – Fees will be waived through Nov. 30, 2017, for permits for fences, sheds, soffit/fascia/siding repairs, A/C equipment change-outs, electrical repairs (mast, weather-head, panel, lights), roofing, screen enclosure (aluminum cage) and docks for damage incurred as a result of Hurricane Irma. Information on the permits required, when necessary, and timing for acquiring those permits is available at the City's website at www.palmcoastgov.com. It is the City's intent to expedite all hurricane-related permits. Many minor repairs will not need a permit whatsoever. For any clarity, please call the Building Division at 386-986-3780.

More information on storm recovery is available on the City's website at www.palmcoastgov.com. The City is also providing information on these social media accounts:

- www.facebook.com/discoverpalmcoast
- www.twitter.com/palmcoastnow

Flagler County Emergency Management is posting storm information at: www.flaglercounty.org/irma.

Any questions about City of Palm Coast services – water and sewer, streets, drainage – should be directed to Customer Service at 386-986-2360.



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager

386-986-3708; cell 386-214-4729

Sept. 13, 2017

City of Palm Coast waives permit fees for repair work related to Hurricane Irma

Palm Coast – Fees will be waived through Nov. 30, 2017, for the following permit types for damage incurred as a result of Hurricane Irma. Below is information on the permits required, when necessary, and timing for acquiring those permits. The permit fees for these permit types will be waived until Nov. 30, 2017:

Fences

- Replacement fences using same material and installing in the same location may be replaced without first obtaining a permit; however, a permit will need to be obtained within 60 days.
- For relocated or installation of alternative material or height than originally approved, a permit will be required prior to installation.
- No permit required for limited repairs/panel replacements, such as for like height and material.

Sheds

- Shed replacement will require a permit prior to installation.
- Shed repairs will not require a permit; sheds must remain in originally approved location.

Soffit/fascia/siding repairs

- A permit will not be required.

A/C equipment change-outs

- A permit will be required prior to work.

Electrical repairs (mast, weather-head, panel, lights)

- A permit will be required.

Roofing

- Re-roof will require a permit prior to work.
- Replacement of up to 3 bundles of shingles (100 square feet) will not require a permit.

Screen enclosure (aluminum cage)

- Screen enclosure replacements will require a permit prior to work.
- Certified drawings are required unless the enclosure was built under the Florida Building Code 5th Edition (applied for after June 30, 2015).

- Screen repairs do not require a permit.
- Swimming pools must meet barrier requirement.

Docks

- Docks will require a permit prior to work.

All contractors must be licensed, insured and registered with the City of Palm Coast Building Division.

It is the City's intent to expedite all hurricane-related permits. Many minor repairs will not need a permit whatsoever. For any clarity, please call the Building Division at 386-986-3780.



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager

386-986-3708; cell 386-214-4729

Sept. 13, 2017

Hurricane debris removal to begin soon in Palm Coast & more information

Palm Coast – Storm debris removal will begin in the next few days as arrangements are being made with haulers. To expedite debris removal from residences, the City asks residents to help by separating everything at the curb into the following categories:

- Vegetative Debris – leaves, logs, plants, tree branches, etc.
- Construction & Demolition Debris – building materials, asphalt shingles, drywall, lumber, metal, plastics, etc.
- Normal Household Trash – Normal household trash and bagged debris of any kind will not be picked up with debris as part of this program. You should continue to follow your normal garbage and yard trash schedule for normal garbage and bagged storm debris.

Debris should be placed on your property near the curb – NOT on the street. Don't pile vegetative debris on your water meter box or your sewer cleanout cap or your PEP tank lid. The City may need access to these systems during storm recovery.

Please be patient. It will take several passes through Palm Coast before all the debris (whether bagged or loose) is picked up. Simply leave the debris at curbside until it is picked up. This process is expected to take several weeks.

Commercial businesses and apartments, townhomes, and condominiums are responsible for their own debris cleanup and hauling. Hurricane debris will not be picked up by Waste Pro or the City's debris collection contractor. Businesses and multi-family residential developments should not place debris at the curb.

Other updates for Wednesday, Sept. 13:

Trees endangering property – Residents whose house is being endangered by a dead, dying or diseased tree from a neighboring property or public right-of-way should call City of Palm Coast Urban Forestry to report the tree issue. An inspector will be sent out to determine the action to be taken. Urban Forestry is at 386-986-3758.

Also call Urban Forestry if you have any fallen trees from the public right-of-way that have damaged private property.

Don't play in wet swales – As Palm Coast continues to drain, there is standing water in some swales. That water is stormwater, and it is unsafe to play in it or wade through it. After a heavy rain, stormwater is full of pesticides, herbicides, fertilizer, oils/greases from roads and dog poo. In areas where manholes were bubbling up on a flooded road, that stormwater might contain a small amount of domestic wastewater (sewage from flushed toilets), as well.

With the pump stations not fully operational (because power is still out to many of them), the City has been pumping out the wastewater from multiple points along the system and trucking that wastewater to the treatment plant. The tanker trucks started operations Monday morning and have continued 24 hours a day since. The City also has added generators at some pump stations to keep them operating. The top goal is preventing floodwaters from entering homes.

Once the system is powered back up and is operating normally, and we are sure floodwaters are no longer threatening homes, the City's efforts will shift toward cleanup. In areas where raw sewage was flowing, the City will use a vac truck to clean the swale and then disinfect the area using lime.

Limit water use – As the wastewater sewer system continues to be taxed because of the power outage, please limit your water use for showers, flushing, dish-washing. The less water that goes into the wastewater system, the less that has to be pumped out and trucked to the wastewater treatment plant.

If you get power restored and your PEP alarm sounds, please continue to limit your water use until the PEP alarm stops. If the PEP alarm continues after 15 minutes, please call Customer Service at 386-986-2360 to report.

Customer Service hours - Palm Coast Customer Service will continue to take calls tonight for issues related to City services, including water and sewer, streets and drainage. The number is 386-986-2360.

Parks & Recreation facilities and programs – Palm Harbor Golf Club's driving range and chipping and putting practice greens will reopen Friday, Sept. 15. The golf course is still closed for cleanup. All other parks are open, but not all amenities are available depending on park cleanup. The trails are still being cleaned up.

Most Parks & Recreation programs will resume Thursday, Sept. 14. However, Open Gym Basketball and the Big Shots and Racquet Rookies II tennis clinics are canceled for Thursday.

The Lunch N' Lecture scheduled for Friday, Sept. 15, will be held.

If you have property damage, hire a licensed contractor - All contractors other than for debris removal and landscaping/tree removal are required to have a license. Ask to see the license, and take a photo of it, if possible. Call the Palm Coast Building Division at 386-986-3780 to make sure they have the right license. Also, get a written contract before the work starts.

Permit fees waived for Irma-related damage – Fees will be waived through Nov. 30, 2017, for permits for fences, sheds, soffit/fascia/siding repairs, A/C equipment change-outs, electrical repairs (mast, weather-head, panel, lights), roofing, screen enclosure (aluminum cage) and docks for damage incurred as a result of Hurricane Irma. Information on the permits required, when necessary, and timing for acquiring those permits is available at the City's website at

www.palmcoastgov.com. It is the City's intent to expedite all hurricane-related permits. Many minor repairs will not need a permit whatsoever. For any clarity, please call the Building Division at 386-986-3780.

More information on storm recovery is available on the City's website at

www.palmcoastgov.com. The City is also providing information on these social media accounts:

- www.facebook.com/discoverpalmcoast
- www.twitter.com/palmcoastnow

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NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager

386-986-3708; cell 386-214-4729

Sept. 12, 2017

City of Palm Coast opens charging station at Central Park & more news

Palm Coast – The City of Palm Coast has set up a charging station for citizens who need to charge their cell phones at Central Park in Town Center, 975 Central Ave, Palm Coast. The park also has free wifi for people looking for access to wifi to conduct business or check in with family, employers and friends.

Holland Park is open, with power, so bathrooms are functional! Please take your family there and enjoy some outdoor time. (There is no wifi at Holland Park.)

Other updates for Tuesday morning, Sept. 12:

Wastewater Issues – With thousands of residences in Flagler County still without power, wastewater system issues are our No. 1 problem. About 40 percent of our PEP tank homes still have no power.

The wastewater sewer system can't work properly without power – and it's been inundated with stormwater flooding. So we have 12 tanker trucks pumping out the pump stations to help keep the pipes flowing toward the wastewater plant. We have employee teams taking generators to PEP tank homes to pump down individual PEP tanks. Technicians will get to residents as quickly as possible, but we have a high volume of work orders and so we ask residents to be patient.

IF sewage backs up in your toilet or shower, you must immediately stop putting water down the drain. So no flushing, no using water in the sink or shower, no laundry. Call Customer Service at 386-986-2360, and they will put in a work order.

For everyone – whether you have power or not – please limit your water use while our entire wastewater system is taxed. This applies to all residents, whether you're on the gravity sewer system or a PEP tank.

If you get power restored and your PEP alarm sounds (because, of course, it can't while there's no power), call Customer Service at 386-986-2360. But also do the happy dance because your pump is going to start working!

Closures – City Hall is still closed; there is no power. Utility Office is closed. Call Customer Service at 386-986-2360 if you need to reach us. We will reopen as soon as we get power. (City

employees ARE working at offices with generators, but our work is mainly focused on storm response right now.)

Frieda Zamba Swimming Pool, Palm Harbor Golf Club and the Palm Coast Tennis Center are still closed. We hope to reopen the tennis center Thursday -- and also to kick off Senior Games with pickleball singles at 9 a.m. Thursday at Holland Park.

Garbage and Recycling – Regular garbage and recycling service by Waste Pro will resume Tuesday, Sept. 12. Please be patient as road conditions may hinder Waste Pro's efforts to complete routes.

Debris Removal – With the amount of vegetative yard trash and construction debris generated by Hurricane Irma, it may take several passes through Palm Coast to pick up all the debris. This process is expected to take several weeks.

NOTE: Don't pile vegetative debris on your water meter box or your sewer cleanout cap or your PEP tank lid. All are near the front property corner. The City may need access to these systems during storm recovery.

If you have property damage, hire a licensed contractor – All contractors other than for debris removal and landscaping/tree removal are required to have a license. Ask to see the license. Also, get a written estimate and contract before the work starts. Ask to see a copy of a license of any company you consider hiring to perform repairs or check the state website at <https://www.myfloridalicense.com/wl11.asp>. To check locally licensed contractors, you may check the Flagler County website at <http://flaglercounty.org/index.aspx?NID=633>. Once City Hall reopens, the City of Palm Coast Building Division would be pleased to assist you in looking up information and providing advice on how to choose the right contractor. The number is 386-986-3780.

More information is available on the City's website at www.palmcoastgov.com. The City is also providing information throughout the event on these social media accounts:

- www.facebook.com/discoverpalmcoast
- www.twitter.com/palmcoastnow

Flagler County Emergency Management is posting storm information at: www.flaglercounty.org/irma. Also tune into the county's partner radio station WNZF at 1550AM and 106.3FM and the Flagler Radio App worldwide. The Flagler County Emergency Operations Center call-in center number is 386-586-5111.

Any questions about City of Palm Coast services – water and sewer, streets, drainage – should be directed to Customer Service at 386-986-2360.



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager
386-986-3708; cell 386-214-4729

Sept. 12, 2017

City of Palm Coast City Hall to open Wednesday morning & more information

Palm Coast – Palm Coast City Hall and Palm Coast Utility Office will reopen Wednesday morning, Sept. 13, at 8 a.m., and a special Palm Coast City Council meeting has been called for 9 a.m. Friday, Sept. 15, to discuss Hurricane Irma recovery and other business items.

City Hall is located at 160 Lake Ave. Palm Coast Utility is located at 2 Utility Drive.

Palm Coast Customer Service will continue to be open tonight for any issues related to City services, including water and sewer, streets and drainage. The number is 386-986-2360.

Other updates for Tuesday afternoon, Sept. 12:

Parks & Recreation facility openings – Frieda Zamba Swimming Pool will reopen Wednesday, Sept. 13. The hours are 2-7:30 p.m. Monday through Friday.

The Palm Coast Tennis Center will reopen Wednesday, Sept. 13, but will close early (at 4 p.m.) Regular hours will resume Thursday. Only court play will be held Wednesday and Thursday. Clinics will resume Friday.

Palm Harbor Golf Club's driving range and chipping and putting practice greens will reopen Friday, Sept. 15. The golf course is still closed for cleanup.

The playgrounds are open at Holland Park, Linear Park and Belle Terre Park. All parks are open, but not all amenities are available depending on park cleanup. The trails are still being cleaned up.

Senior Games schedule changes – The archery, golf croquet and cycling events have been canceled. No decision has yet been made for golf and horseshoes. All three pickleball events have been rescheduled: pickleball doubles will be Sept. 25; pickleball singles will be Sept. 26; and pickleball mixed doubles will be Sept. 27. The scheduled time for ballroom dancing on Sept. 24 has been changed to 1 to 6 p.m. The other events will remain on the original schedule: tennis doubles Sept. 18; tennis singles Sept. 19; tennis mixed doubles Sept. 20; and swimming Sept. 22.

Other Parks & Recreation program – Most Parks & Recreation programs will resume Thursday, Sept. 14. However, Open Gym Basketball is canceled for Thursday. The Big Shots

and Racquet Rookies II tennis clinics are canceled for Thursday. No decision has yet been made for this week's Lunch N' Lecture and First Aid & CPR class; those who have signed up will be notified as soon as a decision is made.

Cell Phone Charging Station – the City has set up a charging station for citizens who need to charge their cell phones at Central Park in Town Center, 975 Central Ave, Palm Coast. The park also has free Wi-Fi. The charging station is located near the bathrooms at the front of the park.

Wastewater Issues – The wastewater sewer system is still being taxed because of power outages and continued flooding in some areas. The City is working on these issues 24 hours a day. The City has tanker trucks pumping out the pump stations to help keep the pipes flowing toward the wastewater plant. We have employee teams taking generators to PEP tanks to pump down individual PEP tanks. Technicians will get to residents as quickly as possible, but we have a high volume of work orders and so we ask residents to be patient.

If sewage backs up in your toilet or shower, you must immediately stop putting water down the drain. So no flushing, no using water in the sink or shower, no laundry. Call Customer Service at 386-986-2360 to report the issue and we will enter a work order that will be addressed as quickly as possible.

For everyone – whether you have power or not – please limit your water use while our entire wastewater system is taxed. This applies to all residents, whether you're on the gravity sewer system or a PEP tank.

If you get power restored and your PEP alarm sounds, please continue to limit your water use until the PEP alarm stops. If the PEP alarm continues after 15 minutes, please call Customer Service at 386-986-2360 to report.

Garbage and Recycling – Regular garbage and recycling service by Waste Pro will resume Tuesday, Sept. 12. Please be patient as road conditions may hinder Waste Pro's efforts to complete routes.

Debris Removal – With the amount of vegetative yard trash and construction debris generated by Hurricane Irma, it may take several passes through Palm Coast to pick up all the debris. This process is expected to take several weeks.

NOTE: Don't pile vegetative debris on your water meter box or your sewer cleanout cap or your PEP tank lid. All are near the front property corner. The City may need access to these systems during storm recovery.

More information is available on the City's website at www.palmcoastgov.com. The City is also providing information throughout the event on these social media accounts:

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- www.twitter.com/palmcoastnow

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Photo: A tanker truck pumps wastewater out of a pump station



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager

386-986-3708; cell 386-214-4729

Sept. 11, 2017

Wastewater system taxed by power outage, stormwater infiltration; all residents urged to limit water use

Palm Coast – The City of Palm Coast began its response to Hurricane Irma on Monday – with one top priority being pumping down the wastewater sewage system. The system is being taxed because of infiltration of stormwater and widespread power outages after the hurricane.

The wastewater sewer system cannot move sewage to the treatment plant without electricity, and even with generators, the system is not operating at full capacity. Tank trucks began to pump down the system Monday, and additional generators were being used by the Utility Department to provide power to lift stations that don't have permanent generators.

It is extremely important for all residents – whether they have electricity or not – to reduce water consumption with the goal of having the least amount of water going down the drain.

It is especially important for residents with PEP tanks (Pretreatment Effluent Pumping System) to drastically decrease water usage if they lose electricity. PEP tanks will not empty into the wastewater system if there is no power. If the tank fills to capacity, there is a risk it could back up into your home.

For all residents, whether you're on the gravity sewer system or have a PEP tank, do not do laundry. Flush as infrequently as possible. Put as little water down your sinks and showers as possible. Consider washing up in the yard with a hose so the water doesn't go down the drain.

If your PEP tank alarm goes off, please call Palm Coast Customer Service at 386-986-2360. A crew will be dispatched as soon as possible.

More information is available on the City's website at www.palmcoastgov.com. The City is also providing information throughout the event on these social media accounts:

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- www.twitter.com/palmcoastnow

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and 106.3FM and the Flagler Radio App worldwide. The Flagler County Emergency Operations Center call-in center number is 386-586-5111.

Any questions about City of Palm Coast services – water and sewer, streets, drainage – should be directed to Customer Service at 386-986-2360.



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager
386-986-3708; cell 386-214-4729

Sept. 11, 2017

City of Palm Coast post-hurricane announcements

Palm Coast – As we begin to recover from Hurricane Irma, the City of Palm Coast reminds residents that safety is our No. 1 priority. There are still a lot of downed trees and power lines and debris in roadways, so use extra caution.

City crews worked hard Monday to clean up our streets and to pump down the wastewater sewage system. The stormwater drainage system is draining and was much lower by Monday afternoon. Readings at each of the City's three water treatment plants show Palm Coast received 10-12 inches of rain during the storm.

Power outages continue to be widespread in Palm Coast, though service is being gradually restored. To check the status of your address, go to www.FPL.com and click on "Outages" and then follow with the phone number on your account and zip code.

Additional information for Monday, Sept. 11:

City Offices, Facilities – Power is out at both City Hall and the Utility Office. Both facilities will reopen to the public as soon as power is restored. The City will announce the openings as soon as possible.

Frieda Zamba Swimming Pool, Palm Harbor Golf Club and the Palm Coast Tennis Center will remain closed through Wednesday, Sept. 13.

Road Closures – Due to unsafe conditions because of flooding, downed power lines or fallen trees, a number of roadways in Palm Coast are temporarily closed. Do not go around a barricade. Never drive on a flooded roadway. Even with minor flooding on neighborhood roads, vehicles can create a wake that could flood adjacent homes or garages.

Traffic Signals – Many traffic signals in Palm Coast are being temporarily powered by generators. If you approach an intersection in which the traffic signal is not operational, state law requires you to treat the intersection as a four-way stop for all vehicles approaching the intersection.

Garbage and Recycling – Regular garbage and recycling service by Waste Pro will resume Tuesday, Sept. 12. Please be patient as road conditions may hinder Waste Pro's efforts to complete routes.

Debris Removal – With the amount of vegetative yard trash and construction debris generated by Hurricane Irma, it may take several passes through Palm Coast to pick up all the debris. This process is expected to take several weeks.

NOTE: Don't pile vegetative debris on your water meter box or your sewer cleanout cap or your PEP tank lid. All are near the front property corner.

Property Damage – City staff began formal damage assessments Monday. Houses and properties across Palm Coast have downed trees, torn screen enclosures, missing roof shingles, siding damage and fallen fences/sheds.

The biggest loss was a home at 60 Fountain Gate Lane. A tree fell in front of the home during the height of the storm Sunday night about 11:30 p.m., pulling down a power line that ignited. Palm Coast Fire Department spent an hour knocking down the fire before being pulled off to return to the station for the crews' safety during the hurricane. Unfortunately, the fire continued to burn and the house was a total loss. The residents were immediately evacuated to a neighbor's home on Sunday night.

If you have property damage, hire a licensed contractor – All contractors other than for debris removal and landscaping/tree removal are required to have a license. Ask to see the license. Also, get a written estimate and contract before the work starts. Ask to see a copy of a license of any company you consider hiring to perform repairs or check the state website at <https://www.myfloridalicense.com/wl11.asp>. To check locally licensed contractors, you may check the Flagler County website at <http://flaglercounty.org/index.aspx?NID=633>. Once City Hall reopens, the City of Palm Coast Building Division would be pleased to assist you in looking up information and providing advice on how to choose the right contractor. The number is 386-986-3780.

More information is available on the City's website at www.palmcoastgov.com. The City is also providing information throughout the event on these social media accounts:

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NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager

386-986-3708; cell 386-214-4729

Sept. 10, 2017

Tips to keep you and your family safe during and after Hurricane Irma

Palm Coast – While we can't control the weather during Hurricane Irma, there is plenty we can do to keep ourselves and our families safe during and after the storm.

1. As the winds pick up, stay indoors – even between bands or when it's calm as the eye passes. Trees will be weakened by all the rain and will be falling, and the wind will be blowing all kinds of debris. Wait for the "all-clear" from emergency officials before venturing outside.
2. While you're indoors, keep away from windows. Close interior doors and brace exterior doors.
3. If you lose power, do not use candles. The fire danger is too great. Stick to your battery-operated devices. Even smart phones have flashlights these days!
4. Do not open the refrigerator door except when necessary. Throw out any spoiled or suspect food, or any food that gets wet from flooding.
5. Wash your hands with soap frequently, especially before and after handling food.
6. If your power goes out, turn off major appliances such as the air conditioner and hot water heater to reduce damage when electricity is restored.
7. If there's no electricity, the City's wastewater sewer system will not be able to operate normally. If you lose power, reduce the amount of water you're putting down the toilet/drain. Don't do laundry, take as few showers as possible, and flush only when necessary. If you have a PEP tank and the alarm goes off, report it to Customer Service at 386-986-2360.
8. Never use a generator indoors – not even in the garage. Also be sure the generator isn't close to a window, door or vent, and don't use a generator in high winds. The primary hazards to avoid when using a generator are carbon monoxide (CO) poisoning from the toxic engine exhaust, electric shock or electrocution, and fire. Follow the directions supplied with the generator. Make sure the exhaust port points away from the house.
9. Don't burn charcoal inside a house or garage, including in a fireplace.

10. Never leave an automobile running in the garage, even with the garage door open.
11. Once the storm has passed, look before you step. After a flood, the ground and floors are covered with debris including broken glass and nails. Floors and stairs that have been covered with mud will be slippery.
12. Stay away from power lines and electrical wires. Electrocution is a major killer in wind events. Electrical current can travel through water. Moving ladders around hot power lines is extremely dangerous. Report downed power lines to Florida Power & Light: 1-800-4-OUTAGE (1-800-468-8243).
13. Remember there are animal hazards such as snakes, rodents (and other small animals), fire ants and scorpions. Any or all of these creatures could have entered homes and buildings looking for shelter, or may be in your yard but not in their normal spots.
14. Clean and dry everything that got wet, as flood waters pick up sewage and chemicals from roads and commercial buildings.
15. Do not wade through standing water. If you do, bathe and put on clean clothes as soon as possible. Do not allow open cuts or sores to come into contact with flood waters; if they do, keep them as clean as possible by washing well with soap to avoid infection. If the wound develops redness, swelling or drainage, seek immediate medical attention.
16. Do not walk through flowing water. Drowning is the No. 1 cause of hurricane deaths, and most of these drownings occur during flash floods. Six inches of swiftly moving water can knock you off your feet. Use a pole or stick to make sure that the ground is still there while walking through a flooded area, even where the water is not flowing.
17. Do not let children play in or around high water, storm drains or ditches. Besides drowning risks, the water could be contaminated. Additionally, debris and other hazards may not be visible beneath the surface.
18. Stay off the roads until they're cleared by Fire and Public Works officials. City crews will be out right after the storm, removing trees from roadways and looking for downed power lines to be addressed by Florida Power & Light. Give City crews time to make the roadways safe.
19. Never drive through a flooded area. More people drown in their cars than anywhere else in a hurricane. Don't drive around road barriers. They are there for a reason. The road or bridge may be washed out. Also, driving through a flooded neighborhood street can send a wake that could flood houses.
20. Non-operational traffic signals should be treated as a four-way stop. Drive defensively because other drivers may not remember the rules of the road.

Please continue to check the City's website at www.palmcoastgov.com for additional City announcements about the storm.

The City will provide information throughout on these social media accounts:

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- www.twitter.com/palmcoastnow

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NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager

386-986-3708; cell 386-214-4729

Sept. 10, 2017

City of Palm Coast urges residents to limit water use if power is lost

Palm Coast – The City of Palm Coast would like to remind residents that if they lose electric power they should reduce water consumption as much as possible with the goal of having the least amount of water going down the drain.

The wastewater sewer system can't move sewage to the treatment plant without electricity, and even with generators, the system will not be operating at full capacity.

It is especially important for residents with PEP tanks (Pretreatment Effluent Pumping System) to drastically decrease water usage if they lose electricity. PEP tanks will not empty into the wastewater system if there is no power. If the tank fills to capacity, there is a risk it could back up into your home.

If power is lost, whether you're on the gravity sewer system or have a PEP tank, do not do laundry. Flush as infrequently as possible. Put as little water down your sinks and showers as possible.

If your PEP tank alarm goes off, please call Palm Coast Customer Service at 386-986-2360. A crew will be dispatched as soon as it's safe to do so.

Palm Coast Utility has a comprehensive plan for returning full function back to the wastewater system. In addition to using tanker trucks to pump out the system, the City has established generator teams that can be used to temporarily power PEP tanks – to empty them out – should the power outage go beyond a couple of days. Since Hurricane Matthew, the City has purchased a number of generators that are dedicated to that purpose, and employees from non-Utility departments have been trained to supplement Utility crews in using the generators to pump out PEP tanks.

Please continue to check the City's website at www.palmcoastgov.com for updates. The City is also providing information throughout the event on these social media accounts:

- www.facebook.com/discoverpalmcoast
- www.twitter.com/palmcoastnow

Flagler County Emergency Management is posting storm information at: www.flaglercounty.org/irma. Also tune into the county's partner radio station WNZF at 1550AM

and 106.3FM and the Flagler Radio App worldwide. The Flagler County Emergency Operations Center call-in center number is 386-586-5111.

Any questions about City of Palm Coast services – water and sewer, streets, drainage – should be directed to Customer Service at 386-986-2360.



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager

386-986-3708; cell 386-214-4729

Sept. 8, 2017

City of Palm Coast closures & cancellations, garbage & wastewater info

Palm Coast – City of Palm Coast offices including Palm Coast City Hall and the Palm Coast Utility Office will be closed Monday, Sept. 11, and the Palm Coast City Council workshop and special meeting scheduled for Tuesday, Sept. 12, are canceled.

Frieda Zamba Swimming Pool, the Palm Harbor Golf Club and the Palm Coast Tennis Center are now closed and will remain closed through Wednesday, Sept. 13. Events and programs are also canceled through Wednesday.

Other updates:

Garbage and yard trash at the curb

Garbage collection prior to the storm is wrapping up. Residents who have garbage or yard trash (vegetative debris, limbs, branches) at the curb must move that garbage and yard trash into their garages or inside their homes for the period of the storm. Yard trash and even small items like lawn ornaments will become projectiles flying through windows during the high winds.

Waste Pro's regular garbage collection will be canceled for Monday, Sept. 11. Regular garbage and yard trash collection will resume as soon as it's safe and feasible to do so. The City will announce that schedule as soon as that decision is made.

Power outages, PEP tanks and the wastewater system

It is important for residents to remember that if electric power is lost they should reduce water consumption as much as possible with the goal of having the least amount of water going down the drain. The wastewater sewer system can't move sewage to the treatment plant without electricity, and even with generators, the system will not be operating at full capacity.

It is especially important for residents with PEP tanks (Pretreatment Effluent Pumping System) to drastically decrease water usage if they lose electricity. PEP tanks will not empty into the wastewater system if there is no power. If the tank fills to capacity, there is a risk it could back up into your home.

If power is lost, whether you're on the gravity sewer system or have a PEP tank, do not do laundry. Flush as infrequently as possible. Put as little water down your sinks and showers as possible. Wash up with your hose in the yard, if possible.

If your PEP tank alarm goes off, please call Palm Coast Customer Service at 386-986-2360.

How to stay informed

Please continue to check the City's website at www.palmcoastgov.com for additional City announcements as the storm approaches.

The City will also provide updates throughout the event on these social media accounts:

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- www.twitter.com/palmcoastnow

Flagler County Emergency Management is posting storm information at: www.flaglercounty.org/irma. Also tune into the county's partner radio station WNZF at 1550AM and 106.3FM and the Flagler Radio App worldwide. The Flagler County Emergency Operations Center call-in center number is 386-586-5111.

Any questions about City of Palm Coast services – water and sewer, streets, drainage – should be directed to Customer Service at 386-986-2360.



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager

386-986-3708; cell 386-214-4729

Sept. 6, 2017

City of Palm Coast announces cancellations, closures for Sept. 9-13

In preparation for the arrival of Hurricane Irma, the City of Palm Coast announces the following closures and program cancellations for Friday through Wednesday, Sept. 8-13:

- Movies in the Park scheduled for Friday is canceled.
- The Intracoastal Waterway Cleanup scheduled for Saturday is canceled.
- For the Palm Coast & the Flagler Beaches Senior Games, the archery event on Saturday and pickleball doubles on Wednesday, Sept. 13, are canceled.
- The 9/11 Fallen Heroes Memorial for Monday is canceled.
- All Parks & Recreation programs and activities are canceled for Saturday through next Wednesday, Sept. 9-13. Those include the Basic Swim Instructor Course, the Night Tours program, all tennis lessons and classes, Open Gym Volleyball, Aqua Zumba, Munchkin' Creations, pickleball open court, Open Gym Basketball and Playground Pals.
- Frieda Zamba Swimming Pool, the Palm Coast Tennis Center and Palm Harbor Golf Club will be closed Saturday through Wednesday, Sept. 9-13.
- All team practices and games at City parks are canceled for Saturday through Wednesday.

Please continue to check the City's website at www.palmcoastgov.com for additional City closure announcements as the storm approaches.

The City will also provide updates through these social media accounts:

- www.facebook.com/discoverpalmcoast
- www.twitter.com/palmcoastnow

Flagler County Emergency Management is posting storm information at: www.flaglercounty.org/irma. Also tune into the county's partner radio station WNZF at 1550AM and 106.3FM and the Flagler Radio App worldwide. The Flagler County Emergency Operations Center call-in center number is 386-586-5111.

Any questions about City of Palm Coast services – water and sewer, streets, drainage – should be directed to Customer Service at 386-986-2360.



NEWS RELEASE – City of Palm Coast

Contact: Cindi Lane, Communications & Marketing Manager
386-986-3708; cell 386-214-4729

Sept. 5, 2017

City of Palm Coast announces sandbag locations

In preparation for Hurricane Irma, the City of Palm Coast has sand and sandbags available for residents at several locations. Palm Coast sand stations are self-serve – residents should bring their own shovels and be prepared to fill the bags.

A self-service sand station and sandbags are available during daylight hours at:

- Palm Coast Public Works Yard, 1 Wellfield Grade, off U.S. 1 just north of Palm Coast Parkway, Palm Coast.

In addition, empty sandbags (but no sand) are available during regular business hours of 8 a.m. to 5 p.m. Monday through Friday at:

- Palm Coast City Hall, 160 Lake Ave., Palm Coast
- Palm Coast Utility Department, 2 Utility Drive, Palm Coast

Then, those empty sandbags can be filled at these three additional self-service sand stations:

- Holland Park, 18 Florida Park Drive, Palm Coast
- Indian Trails Sports Complex, 5455 Belle Terre Pkwy., Palm Coast
- Seminole Woods Neighborhood Park, 350 Sesame Blvd., Palm Coast

Once sandbag supplies are exhausted, please consider using plastic garbage bags to make your own sandbags.

For more information, call Palm Coast Customer Service at 386-986-2360.

For storm-prep information, visit www.flaglercounty.org/emergency.