



Community Development Department  
Planning Division

160 Lake Avenue  
Palm Coast, FL 32164  
386-986-3736

## City of Palm Coast Floodplain Management Annual Progress Report October 2017

### Executive Summary

The purpose of this document is to provide an annual account of activities associated with the City of Palm Coast ("City") Floodplain Management Program. This document facilitates information that can benefit public officials, businesses, and the Citizens of Palm Coast.

The Flagler County Local Mitigation Strategy (LMS) serves as the City's Floodplain Management Plan under the Community Rating System (CRS) of the National Flood Insurance Program (NFIP).

Under CRS Activity 510, the City is required to complete a Floodplain Management Plan annual progress report. This document serves as that report.

### Annual Progress Report Development and Staff Roles

This document was prepared by one (1) of the City Certified Floodplain Managers (CFM), Denise Bevan, and subsequently reviewed by the three (3) remaining City CFM staff, Kendra Iannotti, Michael Brennan and Mike Peel; Mr. Peel serves as the City's Stormwater Engineer and achieved his certification in June 2017. The referenced staff and a newly formed team, Floodplain, Outreach, Awareness & Management (FOAM) Team, routinely conduct meetings to ensure that CRS program activities are managed and processed throughout the year. Additional discussion of the Team's role and responsibilities are discussed in the following sections.

Ms. Denise Bevan serves as the primary CFM / CRS Coordinator for the City of Palm Coast since April 2016. She manages the City's CRS program and facilitates updates throughout all City Departments. Ms. Bevan currently serves as the Team Leader of the FOAM (Floodplain Outreach, Awareness & Management) Team comprised of staff from various divisions. Additional Team detail is provided in the subsequent sections. Further, Ms. Bevan is the primary reviewer of elevation certificates during the building permit stage of development and serves as the City Liaison for the Flagler County Local Mitigation Strategy (LMS) Working Group. Lastly, her core responsibility revolves around the development process and reviews land use changes, development agreements, plats, and site development applications. Mr. Mike Peel is a dual reviewer on all development processes.

Mrs. Kendra Iannotti actively participates in all CRS program activities and CFM meetings. Mrs. Iannotti's primary responsibility is within the City Manager's Office. She provides support for public information that includes website updates, brochures and library resources.

Mr. Michael Brennan secured the CFM designation in March 2013 and has dually served as a City Liaison to the LMS Working Group. Mr. Brennan is the Stormwater Manager with the Construction Management & Engineering Division in the Community Development Department. Mr. Brennan oversees a multitude of flood hazard mitigation projects. His role and knowledge will continue to serve the CRS program and has proved to be a tremendous asset.



#### FOAM (Floodplain Outreach, Awareness & Management) Team Mission Statement:

To support and educate our citizens about flood hazards and the National Flood Insurance Program, while ensuring a safe community through steadfast stewardship of floodplain management, hazard mitigation, open space protection and comprehensive stormwater management.

The Team's priority is to ensure the City's esteemed reputation in the floodplain community is maintained while providing a safe environment for our citizens.

#### Members, Titles and CRS Activity Focus:

- Denise Bevan, CFM  
City Administration Coordinator; Role: CRS Coordinator & City Floodplain Manager (All Activities)
- Damaris Ramirez  
Land Development Technician; Role: All Activities
- Kendra Iannotti, CFM  
Executive Assistant to the City Manager; Role: Activities 330, 350, 360
- Mike Brennan, CFM  
Stormwater Manager; Role: Activities 360, 450, 540
- Mike Peel, CFM  
Stormwater Engineer; Role: Activities 360, 450, 540
- Conrad Troha  
Swale Specialist; Role: Activities 360, 450, 540
- Cathy Almberg  
GIS Specialist; Role: Activities 420, 440, 501
- Rickie Lee  
Chief Building Official; Role: Support from Building Division
- Daniel Rewis  
Plans Examiner; Role: Support from Building Division

#### **Adoption of the LMS / Updates**

The Flagler County LMS was adopted by *Resolution No. 2016-49* by the City Council on May 17, 2016. The LMS is required to be updated every five years and is due for an update by May 2021. This report respects the effective LMS that gives Flagler County and its municipalities the opportunity to determine what all-hazards mitigation actions need to be taken to minimize damage before the next disaster strikes.

As noted in the 2016 annual report, County staff worked closely with City staff on the LMS rewrite while seeking the goal of securing applicable approvals before the close of the CRS community verification visit in April 2016. With close teamwork, this goal was achieved. During the 2013 CRS verification visit, the City received 162 points. The adopted LMS almost doubled the achieved points by scoring a total of 318 points; the rewrite secured Palm Coast one of the highest scores on the 510 activity in the State of Florida. County staff also assisted the City with securing additional points in numerous other activity areas. City staff continues to work with County staff and other LMS stakeholders quarterly to enhance floodplain management activities across the entire County.

As part of this annual report, the City of Palm Coast reviews the LMS project list. Concurrently, the 5-year Capital Improvement Plan (CIP) has been evaluated for qualifying projects; fiscal year 2018 projects have been approved via adoption of the budget. City staff merged the documents into the "Prioritized Project List" in preparation of Hazard Mitigation Grant Program (HMGP) Notice of Funding Availability resulting from Hurricane Matthew Disaster Declaration (FEMA-4283-DR). Please see Attachment A for

the City mitigation projects (highlighted in yellow) submitted to the Florida Division of Emergency Management for consideration.

### **Purpose and Objectives of the LMS**

The purpose of the LMS is to develop a unified approach among County and municipal governments for dealing with identified hazard and hazard management problems, including flooding, in the Flagler County area. It established an ongoing process that makes hazard mitigation part of the daily routine for the entire community. The LMS also helps establish funding priorities for current proposed mitigation projects and develop priority mitigation projects to be completed with such disaster assistance funds as may be available after a disaster. Implementation of planned, pre-identified, and cost-effective mitigation measures not only helps reduce loss of life, destruction of property, and damage to the environment, but also aids in the decision making process during the recovery and reconstruction following a disaster.

The primary hazard mitigation goals, objectives, and guiding principles of the LMS are to:

**Goal 1.0** Minimize impacts from hazards to infrastructure, critical facilities, and property.

**Goal 2.0** Minimize the impact to natural resources (including water resources, wetlands, and coastal habitats).

**Goal 3.0** Promote community awareness of vulnerability and mitigation options.

**Goal 4.0** Reduce potential hazard related economic losses to businesses.

**Goal 5.0** Strengthen regional relationships in regards to mitigation among municipalities, agencies, and other organizations.

**Goal 6.0** Promote methods of funding mitigation projects, including innovative methods.

### **Flagler County Local Mitigation Strategy Working Group**

As noted in the LMS, “the Working Group acts as a local coordination committee to support and recommend projects for various grant programs; recommends to other regulating agencies or organizations ideas on how to better mitigate the community against natural disasters; and provided educational outreach to the general public about ways to prepare for disaster and mitigation opportunities for their homes and businesses.” The Group’s core consists of representatives of local municipalities, local organizations and County departments, and is coordinated by staff of the County Emergency Management Division. The LMS Working Group meetings are scheduled quarterly scheduling with supplemental topic-based meetings (i.e. floodplain managers, infrastructure, wildfire mitigation, etc.). The Working Group will continue to regularly review and revise its Prioritized Project List that are eligible for federal and state funding, i.e. HMGP, Flood Mitigation Assistance (FMA) Program, etc.

### **List of Mitigation Initiatives**

The LMS Working Group has established a list of mitigation projects. The list contains projects that are eligible for HMGP, FMA, and other federal and state funding. Many of the projects listed help to mitigate the potential of flood hazards.

See Attachment B to the report for the complete Prioritized Project List. Of those listed, the following projects were submitted to the Florida Division of Emergency Management for eligibility consideration of Hurricane Matthew HMGP funding.

- City Hall Generator (Ranking # 9)
- Wastewater Collection System Lift Station Generators (Ranking #11)
- PEP Area Pump Station Generators (Ranking #13, #23 - #26)
- Community Center Generator (Ranking #19)

As referenced in the previous section, the list is a living document and routinely updated. Additional consideration by the Working Group is anticipated due to the ranking process also being modified through the LMS rewrite.

Of the originally listed projects, over half have been completed since being placed on the list. The following section provides an inventory of “Weir Canal Palm Coast” and “Bridge Rehabilitation”. Photographs have been provided for the Barrister Waterway Weir Project (BS-2).

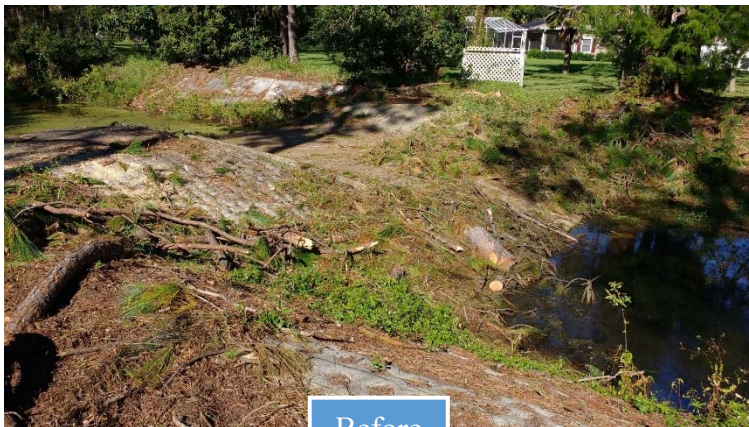
Weir Canal Palm Coast projects:

- LO-1: Completed (reported in 2015)
- PA-1: Completed (reported in 2015, an Emergency Project)
- BS-2: Completed (2017)
- W-1: Future (2018)
- K-1: Future (2018)
- L-1: Future (2018)

Bridge Rehabilitation projects:

- 734063: Completed
- 734064: In progress (2017)

## Completed Improvements BS-2 (Completed 2017)



Before



After



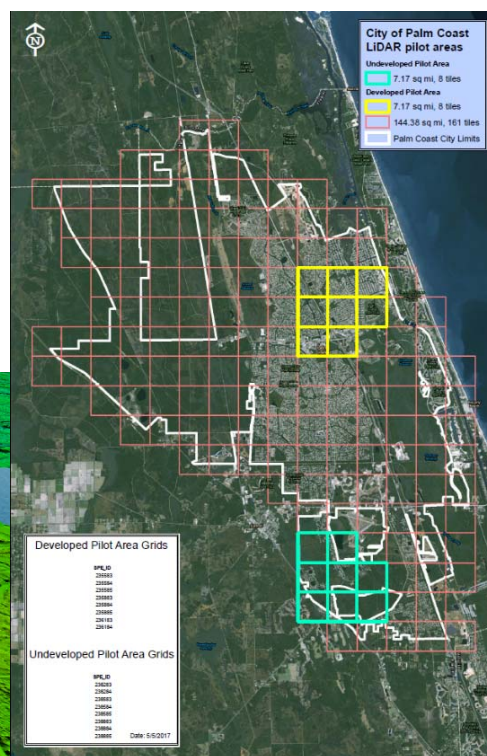
Beyond LMS projects, the City maintains a well-structured and rigid maintenance schedule of the stormwater drainage network which reduces the risk of flooding hazards. The following section inventories 2016-2017 Fiscal Year maintenance activities conducted to ensure long-term sustainability of the City's infrastructure.

- Swale maintenance and rehabilitation (32.72 miles)
- Valley gutters (157 linear feet)
- Culvert pipe replacement (47 pipes)
- Culvert pipe cleaning (2,616 pipes; 65,650 linear feet)
- Drainage ditch maintenance (168.5 miles 2x per year)
- Freshwater canal weed control (500 acres continual maintenance)
- Alternative weed control (2 canal segment locations completed)

### LiDAR (Light Detection & Ranging):

FOAM Team members worked closely with St. Johns River Water Management District (SJRWMD) on a localized effort to collect and process LiDAR. In October 2016, SJRWMD Governing Board approved an evaluating methodology and results of a Request for Qualifications (RFQ) ranking of top 6 respondents for LiDAR services. The action also authorized SJRWMD staff to commence with negotiations with the top-ranked firms on October 12, 2016. In conjunction with this effort, City staff identified benefits of updated data that would support studies specific to flood control, restoration projects, water storage, and water supply planning. The existing LiDAR managed by the City was collected in 2004 and 2007 which is officially obsolete.

Through extensive coordination, an opportunity arose to partner directly with SJRWMD on the collection and processing of LiDAR for the City of Palm Coast. Staff worked with SJRWMD and Dewberry Consultants, LLC., the top-ranked firm on a Statement of Work (SOW). An Interlocal Agreement that included a SOW was adopted by City Council on March 21, 2017 and subsequently signed by the Executive Director of the SJRWMD. LiDAR collection commenced in the same month as well. The final project deliverables are anticipated in November 2017 and ultimately made publically available.



The actions taken within the section(s) above are part of the City of Palm Coast 5-year Capital Improvement Plan (CIP). The following Exhibit depicts the projects associated with maintaining the City's drainage and was effective during the reporting timeframe of this report.

STORMWATER MANAGEMENT FUND		FY 16 Budget	FY 16 Projected	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22
Prior Year Carry-over	54615 5302940	36,378	36,378	(4,451)	229,459	(63,368)	367,388	(44,582)	340,990
Revenues									
Ad Valorem Taxes		363,863	363,863	418,442	481,208	553,390	636,398	731,858	841,636
Stormwater Fees		7,400,000	7,150,000	7,240,846	7,269,809	7,298,889	7,328,084	7,357,397	7,386,826
Grants		-	-	335,000	-	350,000	-	385,000	-
New Revenue (GF Reserves?)		-	-	-	400,000	-	-	-	100,000
Interest on Investments		-	2,200	-	-	-	-	-	-
Total Revenues		7,763,863	7,516,063	7,994,288	8,151,018	8,202,278	7,964,482	8,474,254	8,328,462
Total Available Funds		7,800,242	7,552,442	7,989,837	8,380,477	8,138,910	8,331,870	8,429,672	8,669,453
Operating Expenses/Debt Service		4,433,213	4,445,266	4,488,061	4,577,822	4,669,379	4,762,766	4,858,022	4,955,182
Swale Rehab	55105	1,428,590	1,434,212	1,484,288	1,497,974	1,511,934	1,526,172	1,540,696	1,555,510
Swale Rehab Labor		628,590	634,212	684,288	697,974	711,934	726,172	740,696	755,510
Swale Rehab Materials		800,000	800,000	800,000	800,000	800,000	800,000	800,000	800,000
Pipe Replacement	55003	763,821	767,115	901,028	908,049	915,210	922,514	929,964	937,563
Pipe Replacement Labor		313,821	317,115	351,028	358,049	365,210	372,514	379,964	387,563
Pipe Replacement Materials		450,000	450,000	550,000	550,000	550,000	550,000	550,000	550,000
Weirs	55001	30,000	5,000	415,000	250,000	380,000	380,000	415,000	430,000
LO-1 Weir Replacement		-	-	-	-	-	-	-	-
BS-2 Weir Replacement		-	-	385,000	-	-	-	-	-
W-1 (to be done with major crossing W-1)		-	-	-	220,000	-	-	-	-
L-1 Weir Replacement		-	-	-	-	350,000	-	-	-
K-6 Weir Replacement (to be done with major crossing K-6)		-	-	-	-	-	350,000	-	-
K-1 Weir Replacement		-	-	-	-	-	-	385,000	-
P-1 Weir Replacement (to be done with major crossing P-1)		-	-	-	-	-	-	-	400,000
Structure Access Improvements		10,000	-	10,000	10,000	10,000	10,000	10,000	10,000
Structure Repairs		20,000	5,000	20,000	20,000	20,000	20,000	20,000	20,000
Major Crossings	55232	500,000	460,000	-	605,000	-	310,000	-	605,000
Major Crossings - Boulder Rock		500,000	460,000	-	-	-	-	-	-
Major Crossings - W-1 (to be done with W-1 Weir)		-	-	-	605,000	-	-	-	-
Major Crossings - Smith Trail K6 (to be done with K-6 Weir)		-	-	-	-	-	310,000	-	-
Major Crossings - Belle Terre P1 (to be done with P-1 Weir)		-	-	-	-	-	-	-	605,000
Modeling Improvements	55231	318,000	95,000	225,000	180,000	150,000	180,000	200,000	200,000
Modeling Improvements Sec 37		287,000	90,000	-	-	-	-	-	-
Modeling Improvements Sec 38		13,000	5,000	150,000	150,000	-	-	-	-
Modeling Improvements Sec 34		18,000	-	-	30,000	150,000	150,000	-	-
Modeling Improvements Sec 1 & 2		-	-	-	-	-	30,000	200,000	200,000
Modeling Improvements - Matanzas		-	-	-	-	-	-	-	-
Modeling - LIDAR QL1 Standard 75%/25% Split w/UF		-	-	75,000	-	-	-	-	-
Concrete Lined Ditch		-	-	30,000	250,000	-	-	-	-
Electronic Monitoring System		-	-	30,000	30,000	-	-	-	-
Canal & Seawall Replacements	55230	35,000	15,000	50,000	50,000	50,000	50,000	50,000	50,000
Valley Gutter Replacements		75,000	75,000	75,000	75,000	75,000	75,000	75,000	75,000
Land Acquisitions		20,000	10,000	20,000	20,000	20,000	20,000	20,000	20,000
Fresh Water Dredging		-	-	-	-	-	150,000	-	-
Freshwater canal bank clearing		-	-	-	-	-	-	-	-
Water tower road/structures (B-1, B-3)		-	-	-	-	-	-	-	-
Water tower road/structures (B-2)		-	-	-	-	-	-	-	-
Lehigh access and dredge @ Old Kings		110,000	129,300	-	-	-	-	-	-
New Equipment		126,000	121,000	42,000	-	-	-	-	-
Fund Balance		-	-	-	-	-	-	-	-
Total Expenditures		7,839,624	7,556,893	7,760,378	8,443,845	7,771,522	8,376,452	8,088,682	8,828,255
Available Funds End of Year		(39,382)	(4,451)	229,459	(63,368)	367,388	(44,582)	340,990	(158,803)

## CRS Program Participation

The LMS references the importance and benefit of the City's participation in the Community Rating System (CRS) of the National Flood Insurance Program (NFIP). Under the CRS, the City undertakes flood protection measures beyond the minimum requirements of the NFIP. By doing so, the City achieved a "Class 4" certification, resulting in a 30% discount of flood insurance premiums issued within the Special Flood Hazard Area (SFHA) in the City.

The City achieves CRS points by undertaking various activities that promote flood protection. These activities are conducted by Floodplain Managers and various City departments. Following is a summary of certain ongoing activities by the Floodplain Managers and various departments:

<b>Activity</b>	<b>Departments</b>	<b>CRS Activity #</b>
Collect, review, and maintain elevation certificates. Provide copies to the public.	Floodplain Managers/ Planning/ Zoning/ Stormwater and Engineering	310
Provide Flood Insurance Rate Map (FIRM) information. Provide Flood Zone Determination Letters to the public. Review, maintain and update FEMA Letters of Map Amendments or Revisions. Provide flood insurance information.	Floodplain Managers	320
Provide outreach to the community. Provide flood protection information.	Floodplain Managers	330
Provide flood protection information at the library and on City website	Floodplain Managers/ Information Technology/ Flagler County Public Library	350
Provide technical advice and assistance to public with flooding conditions. Annually publicize the service.	Floodplain Managers/ Stormwater and Engineering	360
Encourage residents and businesses to purchase flood insurance coverage	Floodplain Managers	370
Preserve floodplain in open space and public acquisition.	Planning	420
Maintaining higher regulatory standards. Provide low density areas for floodplain properties. Review new development for compliance. Enforcement of regulations.	Floodplain Managers/ Planning/ Stormwater and Engineering/ Building Department/ Code Enforcement	430
Maintain and use digitized maps. Day to day management of the floodplain. Maintenance elevation reference marks.	Floodplain Managers/ Information Technology/ Stormwater and Engineering	440
Stormwater management, soil and erosion control, and water quality. Review building elevation to meet floodplain regulations.	Stormwater and Engineering/ Planning/ Floodplain Managers	450
Maintain repetitive loss records. Provide yearly notice of property protection.	Floodplain Managers	502
Implement and update Floodplain Management Plan.	Flagler County/ Planning/ Capital Improvements/ Floodplain Managers	510
Drainage system maintenance. Enforce and publicize stream dumping regulations.	Floodplain Managers/ Stormwater and Engineering	540
Emergency response program.	Stormwater and Engineering/ Flagler County	610



## CRS Rating Update

On May 1, 2017, the City of Palm Coast citizens started benefiting from an additional discount to an already robust reduction in flood insurance premiums. Today, there are 4,419 flood insurance policies in force in the City of Palm Coast. For insurance holders located within a special flood hazard area (A and AE zones), a 30% reduction will be applied at renewal which is an average savings of \$120 per policy. For properties outside SFHA, 10% discount will remain the same. No discounts are applicable to those holders of preferred risk policies which are already significantly discounted. As a result of Palm Coast's CRS participation, policy holders realize an annual savings of \$103,236. On June 6, 2017, the official plaque was presented to City Council.



### CRS Class Improvements

2004: CRS Class 7

2009: CRS Class 6

2014: CRS Class 5

2017: CRS Class 4

## Certified Floodplain Manager Program

The Association of State Floodplain Managers (ASFPM) has established a national program for professional certification of floodplain managers. The program recognizes continuing education and professional development that enhances the knowledge and performance of local, state, federal, and private-sector floodplain managers. As referenced, one staff member in the City's Planning Division, one in the City Manager's Office, and two in the Construction & Engineering Division have achieved the status of Certified Floodplain Manager (CFM). It should be noted 2 additional FOAM Team members will be seeking certification in the upcoming year bringing the total number of City CFMs to 6. These pursuits reflect the City's commitment to professional services in implementing the City's Floodplain Management Plan.



## Training

The City CFM staff have participated in many training sessions to maintain the required Continuing Education Units (CEU) and beyond.

- June 2016: EPA Releases 1<sup>st</sup> Ever National Wetland Condition Assessment Webinar
- July 2016: FL Elevation Certificate Bases & CRS EC Requirements (training on updated version of EC)
- April 2017: Presenter and Attendee of FFMA Annual Conference
- June 2017: Webinar Preparing for a Verification Visit
- June 2017: Webinar Inspecting Flood Development

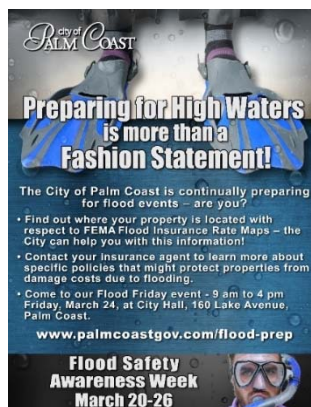
## CRS Users Group

Through the leadership of Northeast Florida Regional Council (NEFRC) staff, a CRS Users Group was created to network government officials including the State Floodplain Manager to encourage communities to participate in the CRS program. The purpose of the group is to share approaches that have been working for our communities so that each local government can benefit, to identify issues and gaps that NEFRC and partnerships could help fill, and to generally create a support system within Northeast Florida so we can maximize community resiliency and the benefits of CRS. It is City staff's understanding that this is the first Regional CRS User Group in the State. City of Palm Coast CFMs routinely participate in the functions of this Users Group.

## Outreach

City staff targets opportunities to initiate and partner with external agencies to educate the general public regarding floodplain management and associated effects on insurance policies and safety matters. Staff has participated in various events to promote flood awareness. Also, staff encouraged the [City's website](#) as a resource for tips and other helpful information.

- Annual Intracoastal Waterway Cleanup (September 10, 2016)
- Masters Gardeners (November 17, 2016)
- Lunch and Lecture (January 20, 2017)
- Flood Awareness Week (March 24, 2017) - See images below
- FFMA Conference Presentation (April 5, 2017)
- Our Green City Hall Event (April 1, 2017)
- Arbor Day (May 6, 2017)
- Regional Leadership Academy (June 28, 2017)
- Citizen's Academy (73 citizens in 2016-2017)
- Employee Academy (51 employees in 2016-2017)



**City of Palm Coast (Official)**  
March 24 • 🌐  
We are ready to talk floodplain! Come to City Hall from 9am-4pm today to learn your property's flood zone information.



**City of Palm Coast (Official)**  
March 21 • 🌐  
Did you know that there is a 30-day waiting period after you purchase a flood policy before coverage is in effect?  
<http://ow.ly/yFLs309DAA5>



Official NFIP Site - Flood Risk & Insurance | FEMA - FloodSmart.gov  
[floodsmart.gov](http://floodsmart.gov)

## StormReady

As part of the evaluation of the City's Floodplain Management activities, an opportunity arose to be recognized as a StormReady Community through the County and City efforts. As highlighted in the provided photograph, the City did achieve this designation and was presented the community sign by County and State representatives.



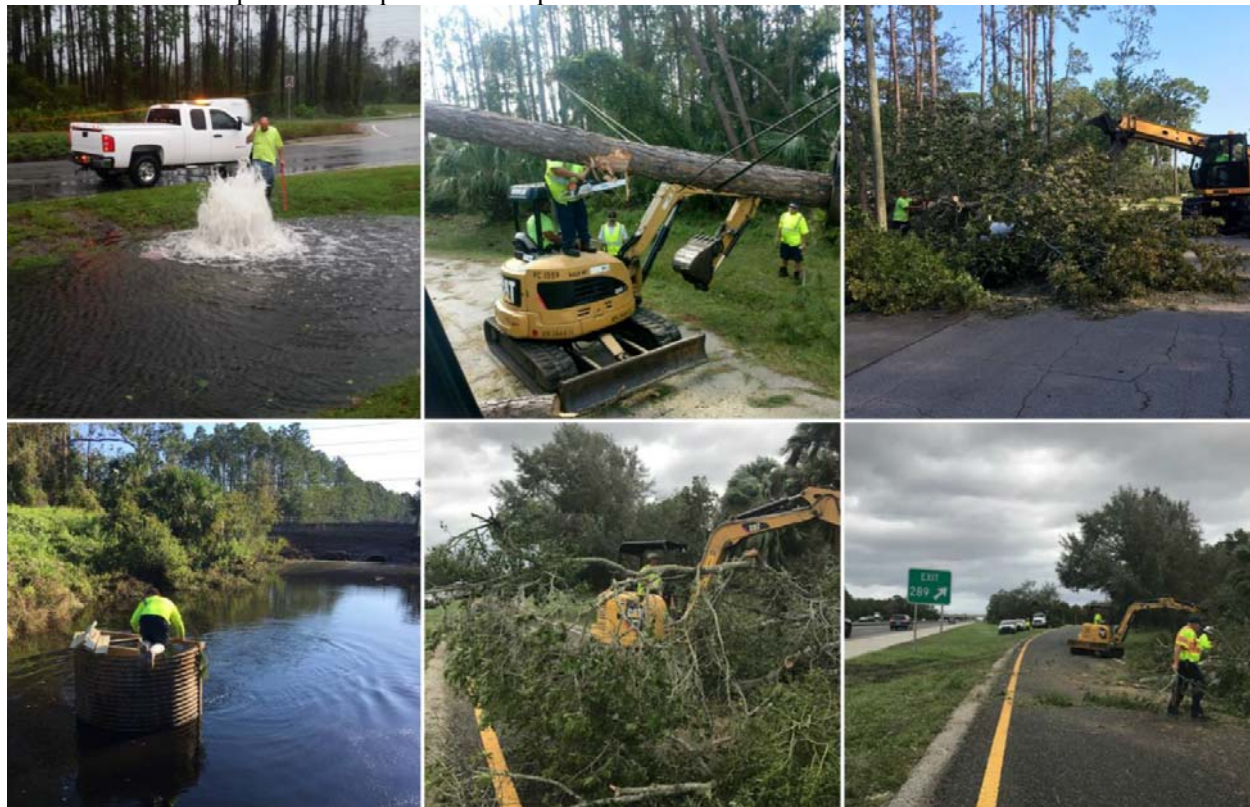
## Storm Events:

### Hurricane Matthew

In October 2016, Flagler County experienced the effects of Hurricane Matthew bringing estimated 7-ft. storm surge. Luckily, the City of Palm Coast was spared from flooding impacts associated with this major storm. Maximum sustained winds observed were high 60s (mph) along the coast with a maximum gust of 86 mph. The most significant impacts were along the coastline with damages decreasing further inland which primarily consisted of wind damage.

### Hurricane Irma

From September 9 through 12, 2017, Flagler County experienced the effects of Hurricane Irma. Highest measure gusts were approximately 70 – 80 mph and rainfall reports of 14.00" in central Palm Coast at Water Treatment Plant #1. There were multiple reports of storm surge flooding from the Intracoastal Waterway in Flagler Beach. Within the City of Palm Coast, there was 1 report of a structure that had standing water along Emerson Drive. There were various reports of water associated with saltwater canals topping seawalls onto yards. For a more detailed analysis of the City's recovery efforts, the City Manager's Week in Review is provided as part of this report. Please see Attachment C.



## **Monitoring Proposed Preliminary Flood Insurance Rate Maps and Flood Insurance Study**

City staff attended the FEMA Consultation Coordination Officer (CCO) Meeting and public Open House conducted on May 5, 2016 that shared the proposed Preliminary County-wide Maps and Flood Insurance Study. During the Open House, two Palm Coast citizens attended the event according to City staff. After the event, staff launched an interactive viewer that reflects effective and proposed map designations. The public can locate a property by property address. The Open House event was the first step in a process that may take until 2018 for adopting the preliminary maps that would supersede the current effective maps.

[Interactive Map Viewer](http://www.palmcoastgov.com/emergency/hurricane-flood-preparedness) is available through at <http://www.palmcoastgov.com/emergency/hurricane-flood-preparedness>.

## **Summary**

The Flagler County Local Mitigation Strategy (LMS), which serves as the City's Floodplain Management Plan under the CRS of the National Flood Insurance Program (NFIP), was formally adopted by the City of Palm Coast City Council on May 17, 2016. As part of the LMS, the City accounts for Mitigation Initiative Projects and associated status. One major bridge rehabilitation project and ongoing stormwater maintenance has been completed since the 2016 annual report with many other structures planned for rehabilitation / construction in future years.

The City of Palm Coast participated in the CRS community verification visit conducted on April 28, 2016. On April 1, 2017, staff was formally notified by FEMA that the City's CRS Community Rating class is a 4. Activities are undertaken by various City departments on an ongoing basis to retain the CRS certification, which results in substantial discounts to flood insurance premiums in the City of Palm Coast. For insurance holders located within a special flood hazard area (A and AE zones), a 30% reduction will be applied at renewal which is an average savings of \$120 per policy. For properties outside SFHA, 10% discount will remain the same. These visits are conducted every 3 years for the City of Palm Coast.

City staff have steadily improved educational outreach activities beyond previous years. These activities are critical to expand awareness regarding the importance of infrastructure maintenance, flood insurance, emergency preparedness and City services. Further, the release of the Preliminary Flood Insurance Rate Maps and Flood Insurance Study has broadened staff's focus regarding outreach. [City website content](#), publications, mailings and annual event venue elements have been enhanced to include information on the proposed map changes.

During this reporting cycle, Hurricanes Matthew and Irma had a direct impact on Flagler County. The effects of each storm were different and presented unique challenges. As the City moves into the next fiscal year, City staff and community emergency management professionals will work closely on post-event lessons learned and target mitigation opportunities for the future.





**Attachment A  
Emergency  
Management**  
1769 E. Moody Blvd Bldg 3  
Bunnell, FL 32110  
Phone: 386-313-4200



May 5, 2017

Mr. Miles Anderson, State Hazard Mitigation Officer  
Florida Division of Emergency Management  
2555 Shumard Oaks Boulevard  
Tallahassee, Florida 32399-2100

**Re: Hazard Mitigation Grant Program (HMGP) applications for FEMA 4283-DR-FL,  
Hurricane Matthew**

Dear Mr. Anderson,

The Flagler County Local Mitigation Strategy (LMS) working group has approved 19 prioritized projects for funding under Hurricane Matthew. The attached list identifies the priority ranking, project name, description, project applicant and the total estimated cost.

These projects align with our LMS goals and objectives as noted, and with the State's mitigation goals and objectives (in accordance with the Code of Federal Regulations 44§ 201.6.) Additionally, the projects identified for generators and/or hardening are all considered critical facilities/infrastructure in Flagler County.

We thank you and the mitigation team for the assistance throughout the grant development timeframe and look forward to working together throughout the implementation period. For further information, please contact me at 386-313-4243 or via email at [LNelson@flaglercounty.org](mailto:LNelson@flaglercounty.org).

Sincerely,

Laura Nelson  
Flagler County LMS Chair

**Charles Ericksen, Jr.**  
District 1

**Greg Hansen**  
District 2

**David Sullivan**  
District 3

**Nate McLaughlin**  
District 4

**Donald O'Brien Jr.**  
District 5



## Hurricane Matthew HMGP- Flagler County

Rank	Project Name	Project Description	Hazard Mitigated*/ Jurisdiction	Agency Representative	2016 Goal/ Objective	Estimated Cost
1	<b>Backup Generator @ Government Services Complex Lift Station</b>	Purchase & install 75kw backup generator for the utility lift station at the Flagler Co. Gov. Services Complex. Complex has backup but sewer does not.	Wind, Flood/City of Bunnell & Flagler Co.	City of Bunnell	Obj 1.6 Improve resiliency of water/sewer facilities	\$ 55,000.00
2	<b>Hardening of Bunnell City Hall</b>	Harden Bunnell City Hall	Wind/ City of Bunnell	City of Bunnell	1.3; 1.7	\$ 75,000.00
3	<b>Flagler Palm Coast High School Generator</b>	Add a 2.0 Mega Watt generator to FPC to power the campus and evaluate building 100 for additional sheltering space	Power Failure/ All Jurisdictions	Flagler County School Board	Goal 1; Obj 1.1 & 1.2	\$ 350,000.00
4	<b>Wildfire Mitigation</b>	create defensible space in fire-prone, high risk areas throughout the county and cities	Wildfire	Florida Forest Service/ Flagler BOCC	Goal 2	\$ 50,000.00
5	<b>Increase Emergency Back Up Generation Power</b>	Add an additional generator to be able to run chillers and keep hospital operational during power outages. Currently they can only operate emergency lights and some power with their generators	Wind, Power Failure/ All Jurisdictions	Florida Hospital Flagler	Goal 1; Obj 4.3	\$ 500,000.00
6	<b>Harden Flagler County Fire Station #71</b>	Install impact resistant windows and doors and add a generator	Wind/ Flagler County	Flagler County BOCC	Obj 1.7 Retrofit structures	\$ 75,000.00
7	<b>Inmate Facility Generator</b>	Install a 750 KW Generator to fully power the jail and repurpose the existing generator	Power Failure/ All Jurisdictions	Flagler County	Obj 1.2 and 1.7	\$ 232,400.00
8	<b>Harden Flagler County Fire Station #51</b>	Install impact resistant windows and doors and generator	Wind/ Flagler County	Flagler County BOCC	Obj 1.7 Retrofit structures	\$ 75,000.00
9	<b>City Hall Generator</b>	Install a generator at COPC City Hall so that it can continue to provide essential governmental services during power failure situations	Power Failure/City of Palm Coast	City of Palm Coast	Obj 1.1; Obj. 6.2	\$ 400,000.00
10	<b>Wastewater Pump &amp; Lift Station Generators</b>	purchase 5 portable generators for to ensure operation of lift stations during power outages greater than 12 hours	Floods/ Flagler Beach	City of Flagler Beach	Obj 1.7 & Obj 1.6 resiliency of water/sewer facilities	\$ 180,000.00
11	<b>PC Wastewater Collection System Lift Station Generators</b>	Provide a stationary generator and automatic transfer station at each of the 5 lift station locations	Power Failure/City of Palm Coast	City of Palm Coast	1.6; 1.7	\$ 250,000.00
12	<b>Individual Lift Station Generators</b>	Add generators to certain lift stations throughout the county	Power Failure/ Flagler County	Flagler County	Obj 1.6	\$ 260,000.00
13	<b>PEP Area Pump Station Generators</b>	Provide stationary generator at 5 Pump Station Locations with an automatic transfer switch	Power Failure, Flooding/ City of Palm Coast	City of Palm Coast	1.6; 1.7	\$ 200,000.00

## Hurricane Matthew HMGP- Flagler County

Rank	Project Name	Project Description	Hazard Mitigated*/ Jurisdiction	Agency Representative	2016 Goal/ Objective	Estimated Cost
14	<b>Potable Well Generators</b>	Well 10 and 12R do not have backup power. During a power outage, it is important to continue to provide water to the populace, without overtaxing other two wells.	Wind/Flood/ Flagler Beach	City of Flagler Beach	Obj 1.6 Improve resiliency of water/sewer facilities	\$ 34,760.00
15	<b>Buddy Taylor Generator Wiring</b>	Add switching and wiring to supply buildings 1 and 2 in order to increase shelter operations and evaluate buildings 1 and 2 to ensure they are able to serve as hurricane shelters	Power Failure/ All Jurisdictions	Flagler County School Board	Goal 1; Obj 1.1 & 1.2	\$ 100,000.00
16	<b>Bunnell Elementary Generator Wiring</b>	upgrade wiring and transfer switches and building evaluation for adding shelter space	Power Failure/ All Jurisdictions	Flagler County School Board	Goal 1; Obj 1.1 & 1.2	\$ 75,000.00
17	<b>Replace and Repurpose Generator at Justice Center</b>	Replace existing 300 KW generator at the County's Justice Center with a 600 KW generator so that the entire building will have backup power and move existing generator to a fire station	Wind/Flagler County	Flagler County BOCC	Goal 1 Minimize Impacts	\$ 250,000.00
18	<b>Rymfire Generator Wiring</b>	add transfer switches and buildings 4 & 6 to existing generator	Power Failure/ All Jurisdictions	Flagler County School Board	Goal 1; Obj 1.1 & 1.2	\$ 100,000.00
19	<b>Palm Coast Community Center Generator</b>	Install a generator at the COPC community center so that it can serve as a comfort and information station during power outages	Power Failure/City of Palm Coast	City of Palm Coast	Obj. 6.2; 5.2	\$ 126,300.00



**Emergency  
Management**  
1769 E. Moody Blvd Bldg 3  
Bunnell, FL 32110  
Phone: 386-313-4200



June 7, 2017

Mr. Miles Anderson, State Hazard Mitigation Officer  
Florida Division of Emergency Management  
2555 Shumard Oaks Boulevard  
Tallahassee, Florida 32399-2100

**Re: Hazard Mitigation Grant Program (HMGP) applications for FEMA 4283-DR-FL,  
Hurricane Matthew**

Dear Mr. Anderson,

The Flagler County Local Mitigation Strategy (LMS) working group has approved the following project for funding under Hurricane Matthew as identified by the priority ranking below:

Funding Priority	Project Name	Applicant	Goal/Objective	Estimated Cost
#23	PEP Station Table 2 Backup Power Supply Generators	City of Palm Coast	Obj 1.7 & Obj 1.6	\$220,550.00
#24	PEP Station Table 3 Backup Power Supply Generators	City of Palm Coast	Obj 1.7 & Obj 1.6	\$289,385.00
#25	Lift Station Table 5 Backup Power supply Generators	City of Palm Coast	Obj 1.7 & Obj 1.6	\$261,851.00
#26	Lift Station Table 6 Backup Power Supply Generators	City of Palm Coast	Obj 1.7 & Obj 1.6	\$220,550.00

These projects aligns with our LMS goals and objectives, as noted, and with the State's mitigation goals and objectives (in accordance with the Code of Federal Regulations 44§ 201.6.) These generator projects will help to ensure continuity of services immediately following the next major power failure event.

We thank you and the mitigation team for the assistance throughout the grant development timeframe and look forward to working together throughout the implementation period. For further information, please contact me at 386-313-4243 or via email at [LNelson@flaglercounty.org](mailto:LNelson@flaglercounty.org).

Sincerely,

Laura Nelson  
Flagler County LMS Chair

Charles Ericksen, Jr.  
District 1

Greg Hansen  
District 2

David Sullivan  
District 3

Nate McLaughlin  
District 4

Donald O'Brien Jr.  
District 5

## Attachment B: Prioritized Project List (October 2017)

File #	Rank	Project Name	Project Description	Hazard Mitigated*/ Jurisdiction	Agency Representative	2016 Goal/ Objective	Last Updated
MJD-1	1	<b>Backup Generator @ Government Services Complex Lift Station</b>	Purchase & install 75kw backup generator for the utility lift station at the Flagler Co. Gov. Services Complex. Complex has backup but sewer does not.	Wind, Flood/City of Bunnell & Flagler Co.	City of Bunnell	Obj 1.6 Improve resiliency of water/sewer facilities	9/18/2014
BNL-9	2	<b>Hardening of Bunnell City Hall</b>	Harden Bunnell City Hall	Wind/ City of Bunnell	City of Bunnell	1.3; 1.7	12/10/2016
SB-1	3	<b>Flagler Palm Coast High School Generator</b>	Add a 2.0 Mega Watt generator to FPC to power the campus and evaluate building 100 for additional sheltering space	Power Failure/ All Jurisdictions	Flagler County School Board	Goal 1; Obj 1.1 & 1.2	3/7/2017
FFS-1	4	<b>Wildfire Mitigation</b>	create defensible space in fire-prone, high risk areas throughout the county and cities	Wildfire	Florida Forest Service/ Flagler BOCC	Goal 2	
FHF-1	5	<b>Increase Emergency Back Up Generation Power</b>	Add an additional generator to be able to run chillers and keep hospital operational during power outages. Currently they can only operate emergency lights and some power with their generators	Wind, Power Failure/ All Jurisdictions	Florida Hospital Flagler	Goal 1; Obj 4.3	1/13/2017
MJD-8	6	<b>Harden Flagler County Fire Station #71</b>	Install impact resistant windows and doors and add a generator	Wind/ Flagler County	Flagler County BOCC	Obj 1.7 Retrofit structures	12/20/2016
MDJ-25	7	<b>Inmate Facility Generator</b>	Install a 750 KW Generator to fully power the jail and repurpose the existing generator	Power Failure/ All Jurisdictions	Flagler County	Obj 1.2 and 1.7	2/15/2017
MJD-7	8	<b>Harden Flagler County Fire Station #51</b>	Install impact resistant windows and doors and generator	Wind/ Flagler County	Flagler County BOCC	Obj 1.7 Retrofit structures	12/20/2016
PC-12	9	<b>City Hall Generator</b>	Install a generator at COPC City Hall so that it can continue to provide essential governmental services during power failure situations	Power Failure/City of Palm Coast	City of Palm Coast	Obj 1.1; Obj. 6.2	1/10/2017
FLB-2	10	<b>Wastewater Pump &amp; Lift Station Generators</b>	purchase 5 portable generators for to ensure operation of lift stations during power outages greater than 12 hours	Floods/ Flagler Beach	City of Flagler Beach	Obj 1.7 & Obj 1.6 resiliency of water/sewer facilities	2/17/2016
PC-11	11	<b>PC Wastewater Collection System Lift Station Generators</b>	Provide a stationary generator and automatic transfer station at each of the 5 lift station locations (table 4)	Power Failure/City of Palm Coast	City of Palm Coast	1.6; 1.7	7/20/2017
FLG-10	12	<b>Individual Lift Station Generators</b>	Add generators to certain lift stations throughout the county	Power Failure/ Flagler County	Flagler County	Obj 1.6	2/13/2017
PC-10	13	<b>PEP Area Pump Station Generators</b>	Provide stationary generator at 5 Pump Station Locations with an automatic transfer switch (table 1)	Power Failure, Flooding/ City of Palm Coast	City of Palm Coast	1.6; 1.7	1/12/2017



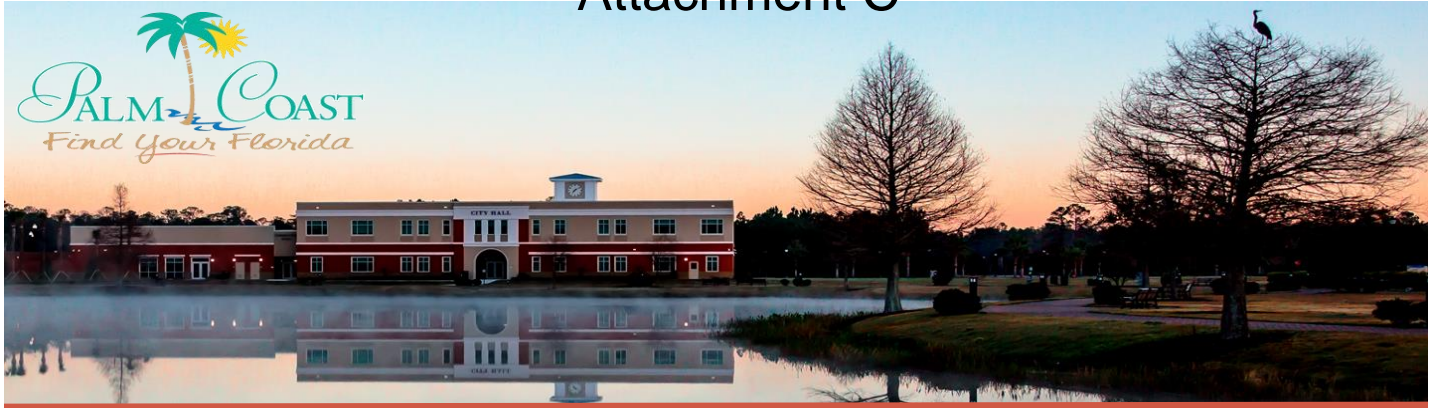
Attachment B: Prioritized Project List (October 2017)

File #	Rank	Project Name	Project Description	Hazard Mitigated*/ Jurisdiction	Agency Representative	2016 Goal/ Objective	Last Updated
FLB-4	14	<b>Potable Well Generators</b>	Well 10 and 12R do not have backup power. During a power outage, it is important to continue to provide water to the populace, without overtaxing other two wells.	Wind/Flood/ Flagler Beach	City of Flagler Beach	Obj 1.6 Improve resiliency of water/sewer facilities	2/18/2016
SB-2	15	<b>Buddy Taylor Generator Wiring</b>	Add switching and wiring to supply buildings 1 and 2 in order to increase shelter operations and evaluate buildings 1 and 2 to ensure they are able to serve as hurricane shelters	Power Failure/ All Jurisdictions	Flagler County School Board	Goal 1; Obj 1.1 & 1.2	3/7/2017
SB-3	16	<b>Bunnell Elementary Generator Wiring</b>	upgrade wiring and transfer switches and building evaluation for adding shelter space	Power Failure/ All Jurisdictions	Flagler County School Board	Goal 1; Obj 1.1 & 1.2	3/7/2017
FLG-6	17	<b>Replace and Repurpose Generator at Justice Center</b>	Replace existing 300 KW generator at the County's Justice Center with a 600 KW generator so that the entire building will have backup power and move existing generator to a fire station	Wind/Flagler County	Flagler County BOCC	Goal 1 Minimize Impacts	3/3/2016
SB-4	18	<b>Rymfire Generator Wiring</b>	add transfer switches and buildings 4 &6 to existing generator	Power Failure/ All Jurisdictions	Flagler County School Board	Goal 1; Obj 1.1 & 1.2	3/7/2017
MJD-2	n/a	<b>Backup Generator @ Inmate Admin Facility</b>	Purchase & install 200kw backup generator for the utility lift station and the admin center at the Flagler Co. inmate facility.	Wind/ City of Bunnell/ Flagler County	Flagler County	Obj 1.6 Improve resiliency of water/sewer facilities	2/17/2017
FLG-11	n/a	<b>Generator @ Hidden Trails Community Center</b>	Add a 125kw generator to the Hidden Trails Community Center	Power Failure/ Flagler County	Flagler County	Obj 1.2 and 3.1	2/15/2017
PC-13	19	<b>Palm Coast Community Center Generator</b>	Install a generator at the COPC community center so that it can serve as a comfort and information station during power outages	Power Failure/City of Palm Coast	City of Palm Coast	Obj. 6.2; 5.2	1/12/2017
FLG-14	FCFS* 20	<b>Haw Creek Community Center Generator &amp; Hardening</b>	Purchase a permanent generator so the community center can function as a comfort station and POD post disaster	Power Failure/ Flagler County	Flagler County General Services	Obj. 6.2; 5.2, 1.7	6/5/2017
FLG-15	FCFS* 21	<b>Espanola Community Center</b>	Purchase a permanent generator so the community center can function as a comfort station and POD post disaster	Power Failure/ Flagler County	Flagler County General Services	Obj. 6.2; 5.2	6/5/2017
FLG-12	FCFS* 22	<b>Portable Generator</b>	Purchase portable generator to take around to lift stations throughout the county	Power Failure/ Flagler County	Flagler County General Services	Obj 1.7 & Obj 1.6 resiliency of water/sewer facilities	6/6/2017

Attachment B: Prioritized Project List (October 2017)

File #	Rank	Project Name	Project Description	Hazard Mitigated*/ Jurisdiction	Agency Representative	2016 Goal/ Objective	Last Updated
	FCFS* 23	<b>PEP Area Pump Station Generators</b>	Provide stationary generator at 5 Pump Station Locations with an automatic transfer switch "table 2"	Power Failure, Flooding/ City of Palm Coast	City of Palm Coast	1.6; 1.7	7/20/2017
	FCFS* 24	<b>PEP Area Pump Station Generators</b>	Provide stationary generator at 5 Pump Station Locations with an automatic transfer switch "table 3"	Power Failure, Flooding/ City of Palm Coast	City of Palm Coast	1.6; 1.7	7/20/2017
	FCFS* 25	<b>PC Wastewater Collection System Lift Station Generators</b>	Provide a stationary generator and automatic transfer station at each of the 5 lift station locations "table 5"	Power Failure/City of Palm Coast	City of Palm Coast	1.6; 1.7	7/20/2017
	FCFS* 26	<b>PC Wastewater Collection System Lift Station Generators</b>	Provide a stationary generator and automatic transfer station at each of the 5 lift station locations "table 6"	Power Failure/City of Palm Coast	City of Palm Coast	1.6; 1.7	7/20/2017

\* = First -Come, First-Serve Projects. Completed applications submitted to FCEM for LMS Support letter will be ranked as 20, 21, 22, etc.



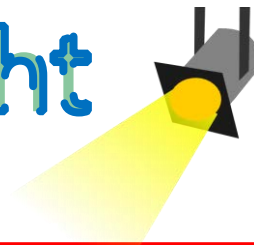
## *City Manager's*

9/15/2017

## 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](http://www.facebook.com/discoverpalmcoast)) and Twitter ([www.twitter.com/palmcoastnow](http://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

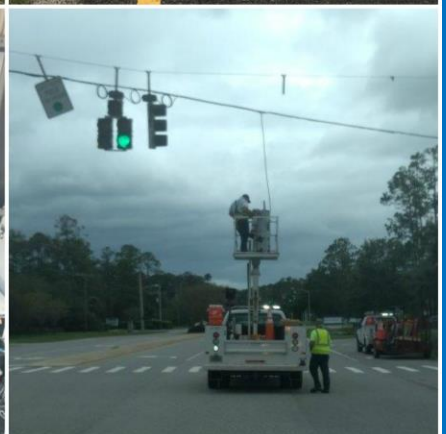
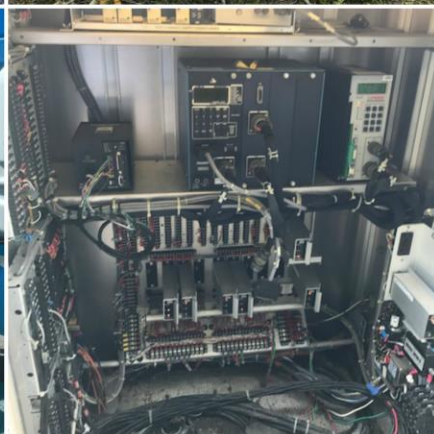
### Contracts Processed:

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

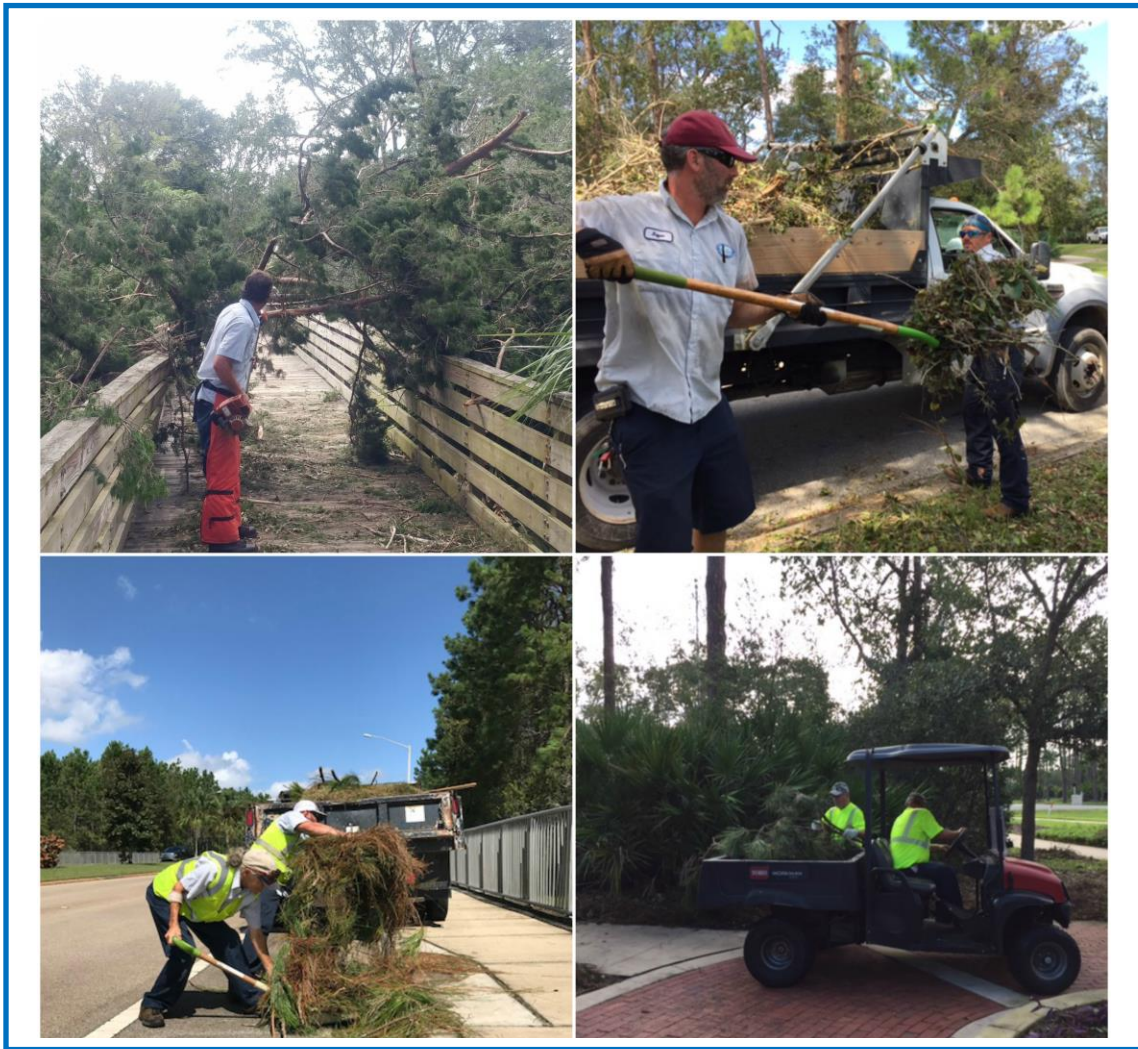
## PUBLIC WORKS – Nestor Abreu, Director

### 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**

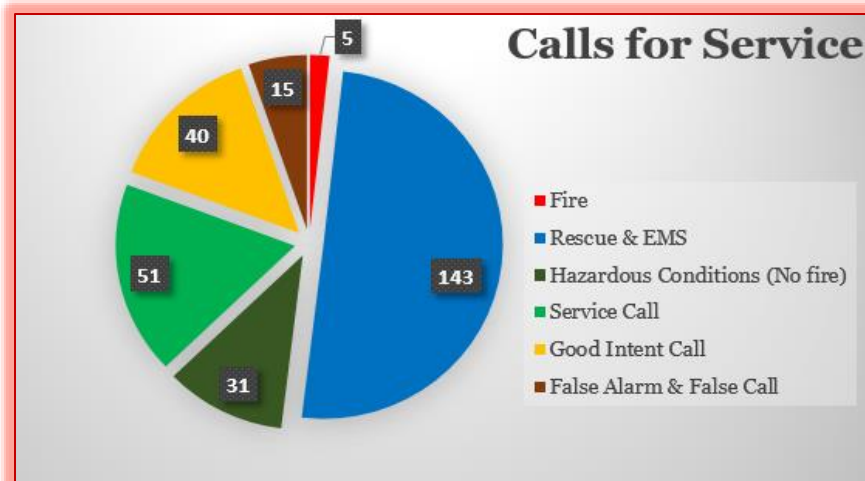


UTILITY ADMINISTRATION BLDG. @ 2 UTILITY DRIVE – TREE ON FENCE



PEP TANK PUMPING - R SECTION





## GUIDANCE

Tip of the Month:  
Hurricane and Flood Preparedness  
<https://youtu.be/PBgjjMMkmC4>

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 <sup>th</sup> <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.

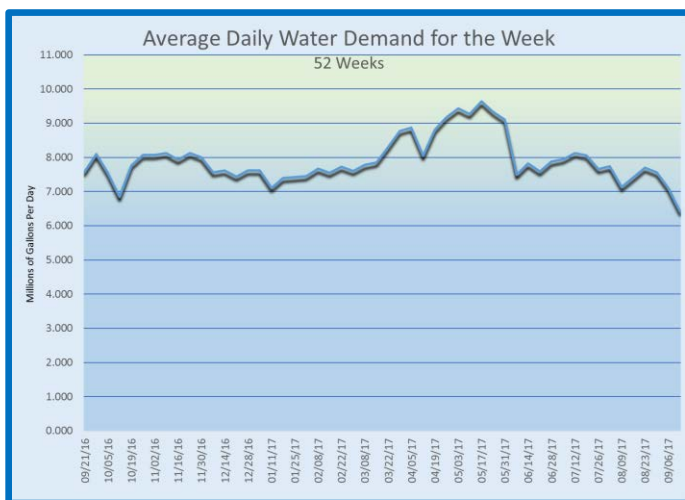
**USTA Futures Tournament Jan. 30 – Feb. 5**



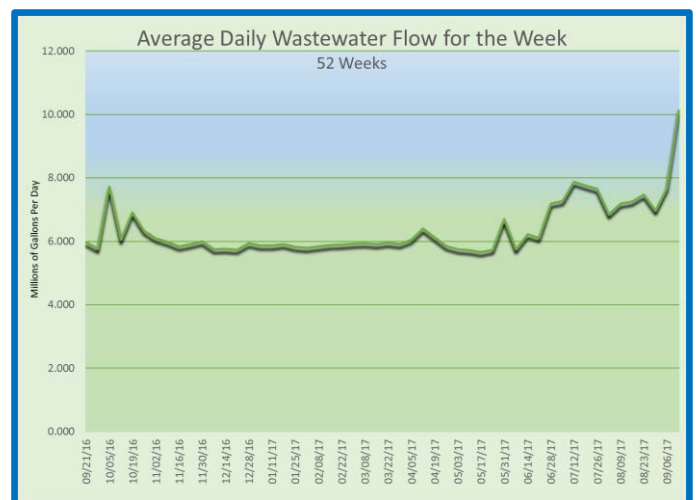
## Utility – Richard Adams, Director

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 7<sup>th</sup> through Wednesday September 13<sup>th</sup> 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 13<sup>th</sup> 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 [flaglerhumane.org/wish-list](http://flaglerhumane.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@flaglerhumane.org](mailto:kshare@flaglerhumane.org).

Interested in fostering? Contact our adoption specialist at [adopt@flaglerhumane.org](mailto:adopt@flaglerhumane.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@flaglerhumane.org](mailto:info@flaglerhumane.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 1<sup>st</sup> and 3<sup>rd</sup> 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.flaglerhumane.org](http://www.flaglerhumane.org), or via email at [info@flaglerhumane.org](mailto:info@flaglerhumane.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@flaglerhumane.org](mailto:adopt@flaglerhumane.org)

### **Outreach Manager:**

*Katie Share*  
[kshare@flaglerhumane.org](mailto:kshare@flaglerhumane.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](http://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](http://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](http://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](http://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](http://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](http://www.palmcoastgov.com). The City is also providing information on these social media accounts:

- [www.facebook.com/discoverpalmcoast](https://www.facebook.com/discoverpalmcoast)
- [www.twitter.com/palmcoastnow](https://www.twitter.com/palmcoastnow)

Flagler County Emergency Management is posting storm information at: [www.flaglercounty.org/irma](http://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 5<sup>th</sup> 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](http://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](http://www.palmcoastgov.com). The City is also providing information on these social media accounts:

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- [www.twitter.com/palmcoastnow](https://www.twitter.com/palmcoastnow)

Flagler County Emergency Management is posting storm information at:

[www.flaglercounty.org/irma](http://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. 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](http://www.palmcoastgov.com). The City is also providing information throughout the event on these social media accounts:

- [www.facebook.com/discoverpalmcoast](http://www.facebook.com/discoverpalmcoast)
- [www.twitter.com/palmcoastnow](http://www.twitter.com/palmcoastnow)

Flagler County Emergency Management is posting storm information at: [www.flaglercounty.org/irma](http://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](http://www.palmcoastgov.com). The City is also providing information throughout the event on these social media accounts:

- [www.facebook.com/discoverpalmcoast](https://www.facebook.com/discoverpalmcoast)
- [www.twitter.com/palmcoastnow](https://www.twitter.com/palmcoastnow)

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

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](http://www.palmcoastgov.com). The City is also providing information throughout the event on these social media accounts:

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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](http://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](http://www.palmcoastgov.com). The City is also providing information throughout the event on these social media accounts:

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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. 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](http://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](http://www.twitter.com/palmcoastnow)

Flagler County Emergency Management is posting storm information at: [www.flaglercounty.org/irma](http://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. 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](http://www.palmcoastgov.com) for updates. The City is also providing information throughout the event on these social media accounts:

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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](http://www.palmcoastgov.com) for additional City announcements as the storm approaches.

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## **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](http://www.palmcoastgov.com) for additional City closure announcements as the storm approaches.

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

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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](http://www.flaglercounty.org/emergency).