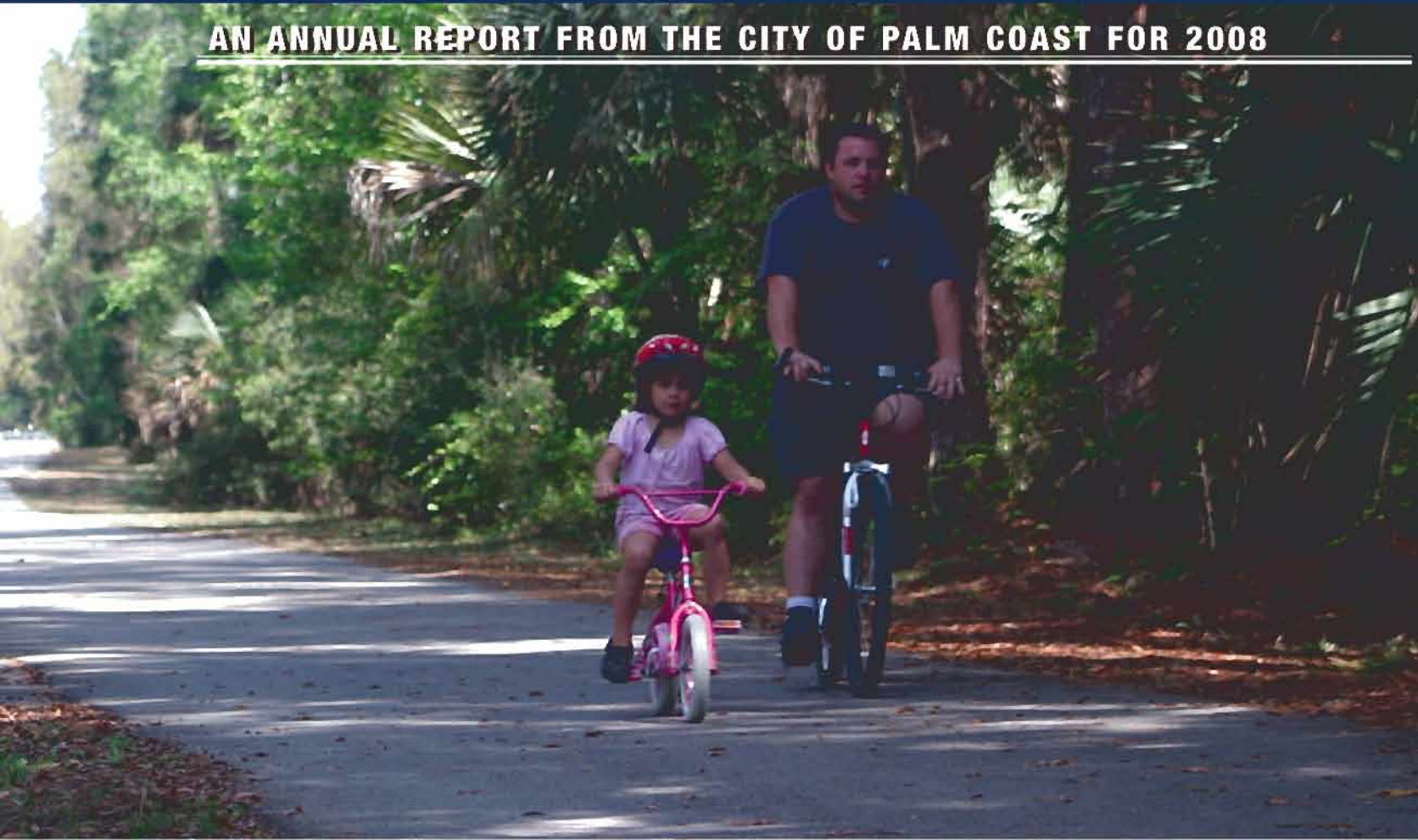




# Connecting *our* Community

AN ANNUAL REPORT FROM THE CITY OF PALM COAST FOR 2008



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# Complex Times, Ambitious Choices

No question; the frenzied construction and population explosion that characterized Palm Coast during past years disappeared in 2008, due to the nation's economic collapse. Flagler County struggled with unemployment and home foreclosures, presenting an opportunity for local governments to pull together to initiate unprecedented joint ventures that share resources, save taxpayers money, decrease duplication of services and increase cooperative planning. The City of Palm Coast, Flagler County and the Flagler County School District connected staunchly this year, upholding a mutual responsibility to citizens, together building the foundation for an ambitious year.

Interlocal agreements between community government partners, included creating new city recreation programs at school facilities, purchasing Long's Landing natural estuary system and sharing a service learning project in our Linear Park with the high school students.

The year 2008 saw the City surrender both their City Hall and an anchor fire station to bring new business and jobs to Palm Coast. 'Project Continental' expanded Palm Coast Data's operations (the City's largest employer) by leasing City Hall to them in order to retain 1,000 jobs and bring 700 new positions to the City. To make room for a new Kohls Department Store and 150 jobs, Palm Coast bulldozed an aging fire station and accepted a brand new facility in an exchange agreement. Both projects required the cooperation of all local government entities, contributing to job retention and creation. The City packed up and moved offices to City Walk, a retail/business complex on Cypress Point Parkway.

Connecting community residents became the motivation for an ambitious project to link sidewalks and trails to schools, parks and shops across Palm Coast.

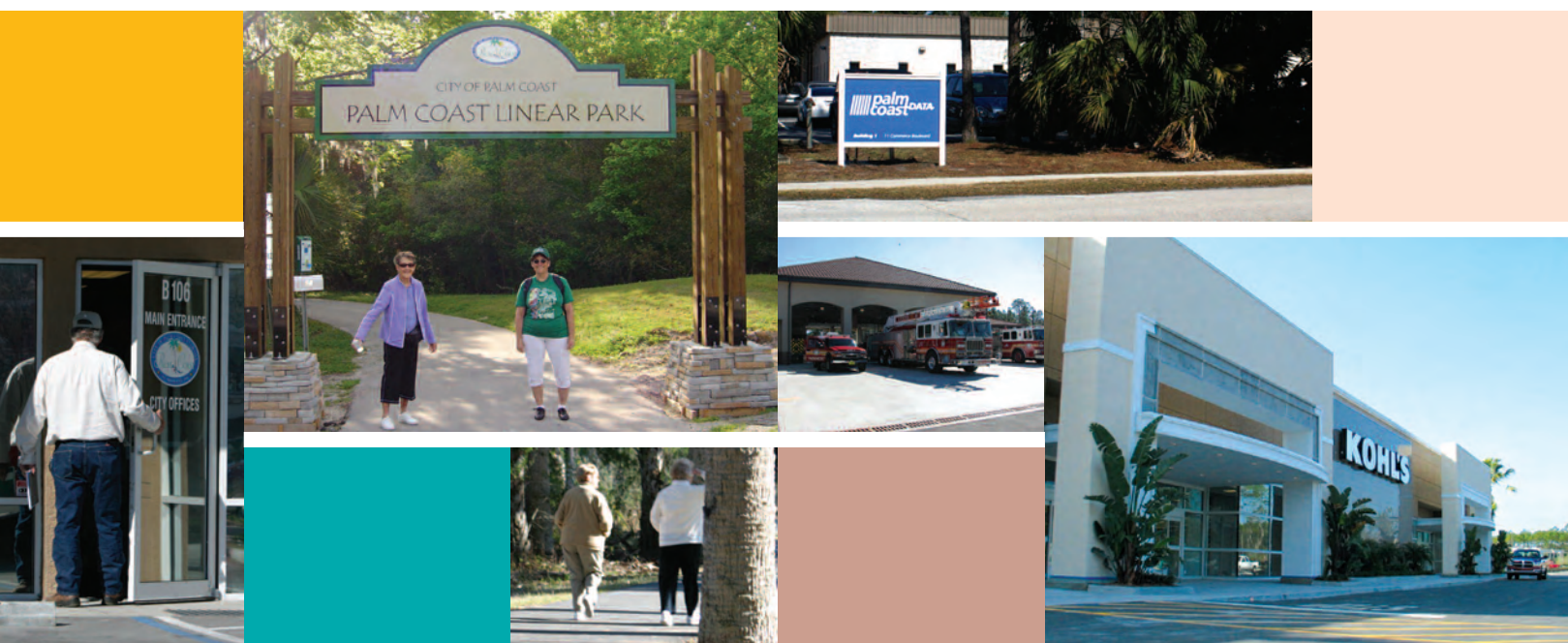
Connecting community residents became the motivation for an ambitious project to link sidewalks and trails to schools, parks and shops across Palm Coast. Several paths were expanded or improved in 2008 and the County added the 3.8 mile Lehigh Trail, joining Belle Terre Parkway to Colbert Lane. The project will continue until sidewalks and paths connect everyone across the City. Walking and biking encourages families to enjoy the authentic beauty of their neighborhoods while promoting a healthier lifestyle.

Palm Coast was selected as the lead agency for the Coquina Coast Desalination Cooperators, a consortium of water utility providers in our region, investigating ways to serve our future anticipated water supply needs. These entities are moving forward to design and possibly develop a regional desalination plant in the next ten to fifteen years. Ship or land-based, the plant would produce potable water from the Atlantic Ocean.

2008 brought colossal new shopping opportunities to Palm Coast residents. Nationally renowned department stores, specialty shops and restaurants opened their doors to the delight of enthusiastic new customers.

To reduce collisions and prevent injury, the City activated red light cameras in April, 2008. Photos are taken of every vehicle that races through red lights at six heavily-traveled intersections throughout Palm Coast. The City issued over 9,200 violations in 2008.

The community feels reassured when their governments come together to work in the best interests of the citizens. In 2008, connecting pulled us through complex times.



# Competent, Caring Leadership

The Palm Coast City Council addressed many issues, approved several resolutions and enacted a number of ordinances in 2008, with the goal to improve the health, welfare and safety of citizens. The Council, consisting of the Mayor and Council Members who represent the four City Districts, are elected by the public as the primary governing body in Palm Coast. Council hires a City Manager to carry out the policies they establish, thus implementing our City's Council-Manager form of government.

The Palm Coast City Council meets in regular session on the first Tuesday of each

month at 6:30pm and the third Tuesday of each month at 9:00am at the City's Community Center, 305 Palm Coast Parkway NE. The City provides live television coverage of these meetings on Palm Coast's Municipal Access Television station, Cable TV199. Meetings are also re-broadcast periodically on the station, as well as being available to view on demand via our website.

For only the second time in the City's short history, Council was called upon in 2008 to appoint a resident to a vacant seat on the Council. In November, the District #4 seat became vacant when Vice Mayor Alan Peterson resigned to prepare for his eventual

election to a County Commission seat. William A. Lewis was chosen as the new District #4 Council representative, selected among a long list of qualified candidates who applied for the position.

The Palm Coast City Council continues to make positive strides, due in large part to the professional manner in which they approach their duties. Council Members schedule and attend many meetings, creating an atmosphere of open discussion that allows for respectful communication. Each member serves with one thought in mind – to determine what is best for the long-term quality of life for citizens of Palm Coast.

## Council Goals for the next five years encompass the following components:

1 Develop a Long-Term, Sustainable Water Supply

2 Provide Quality Services, Maintaining the City's Financial Soundness

3 Expand the Local Economy

4 Manage Growth for a Quality, Sustainable Community

5 Maintain a Safe Community

6 Promote Town Center as our Downtown



Left to right: Council Member Frank Meeker, District #2; Vice Mayor Mary DiStefano, District #3; Mayor Jon Netts; Council Member William A. Lewis, District #4; Council Member Holsey Moorman, District #1.



# Conservative Approach to City Finances

The Finance Department manages the fiscal operations and budgets for the City of Palm Coast, following the City Council's conservative approach while providing for the protection of the health, safety and welfare of the

citizens. Council must make key financial decisions to achieve the best results in the planning and delivery of community services.

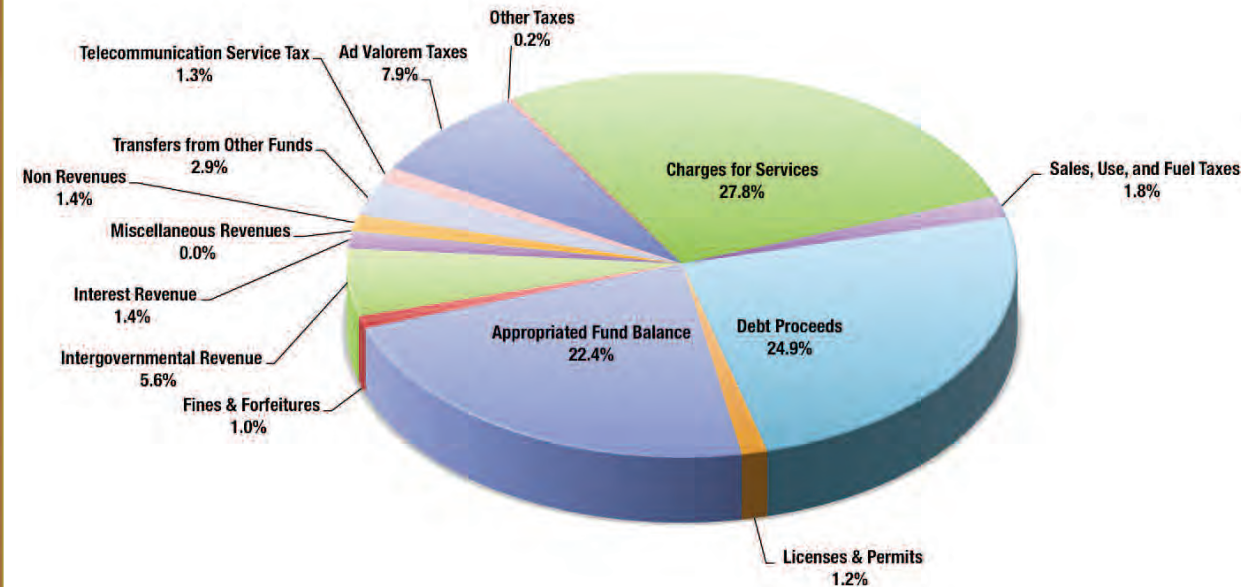
The preparation of the Annual Budget and the Comprehensive Annual Financial Report are important actions carried out by the City's Finance Department. The

Department helps to prepare the budget for City Council consideration and approval. The finished product is designed to provide citizens with the full complement of municipal services in an efficient and effective manner.

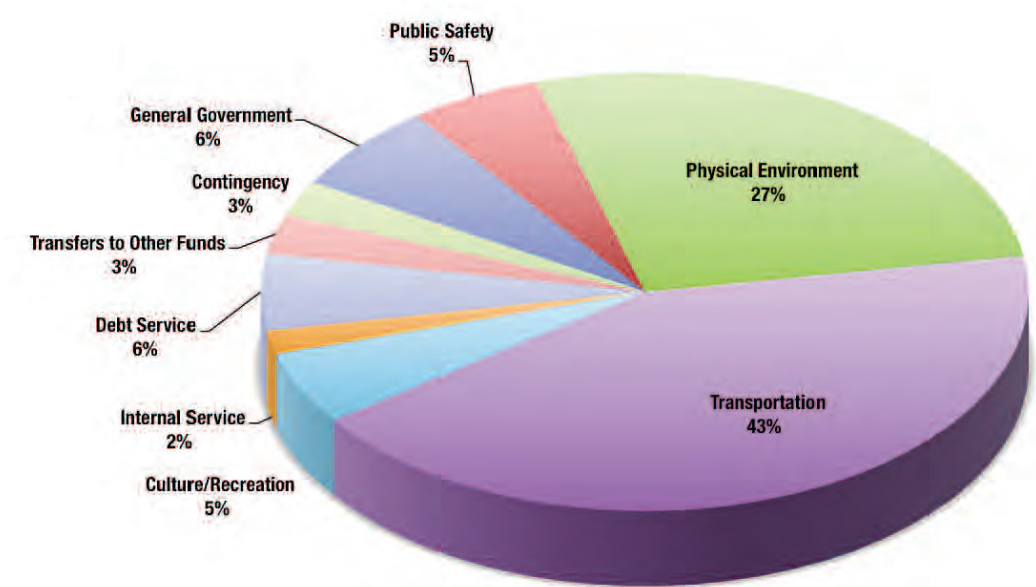
The year 2008 marked the seventh consecutive year that the Finance Department received a Certificate of

Achievement for Excellence in Financial Reporting and the fifth consecutive year they received a Distinguished Budget Presentation Award, both from the Government Finance Officers Association.

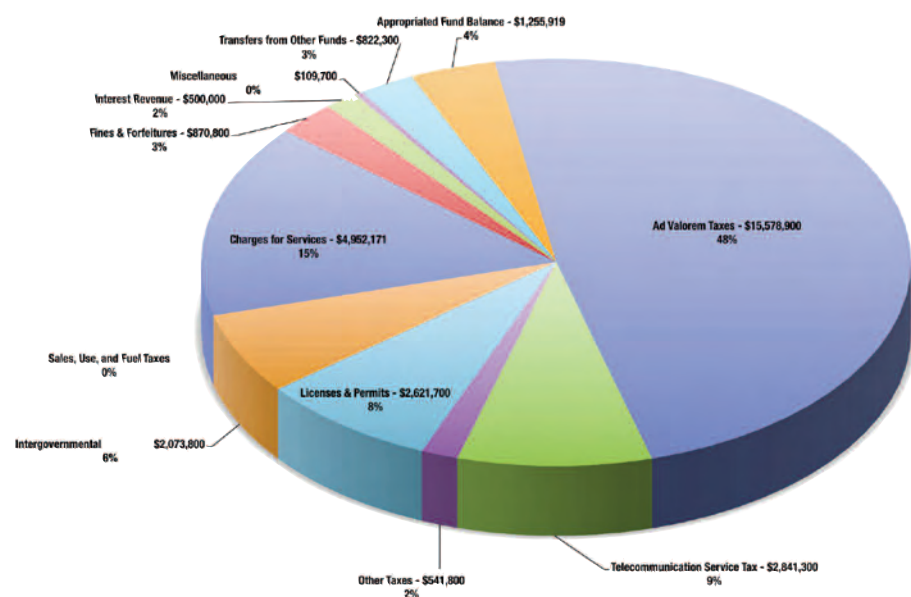
**CITY-WIDE REVENUES BY SOURCE – FISCAL YEAR 2009**



**CITY-WIDE EXPENDITURES BY FUNCTION – FISCAL YEAR 2009**



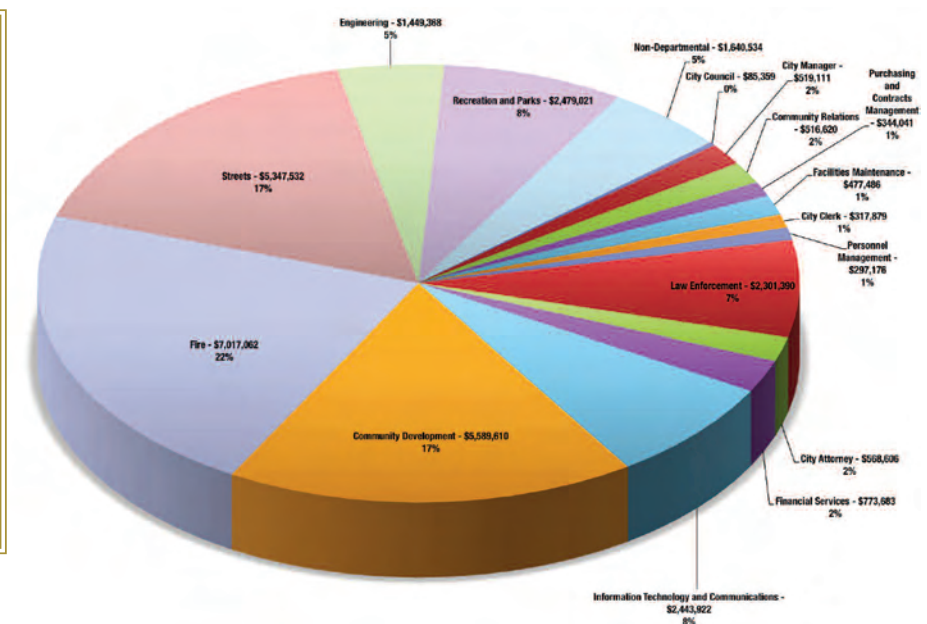
**GENERAL FUND REVENUES BY SOURCE – FISCAL YEAR 2009**



SOURCE	Adopted Budget
Ad Valorem Taxes.....	\$15,578,900
Sales, Use, and Fuel Taxes .....	-
Telecommunication Service Tax.....	2,841,300
Other Taxes.....	541,800
Licenses & Permits .....	2,621,700
Intergovernmental Revenue .....	2,073,800
Charges for Services .....	4,952,171
Fines & Forfeitures.....	870,800
Interest Revenue .....	500,000
Miscellaneous Revenues .....	109,700
Transfers from Other Funds .....	822,300
Appropriated Fund Balance.....	1,255,919
<b>TOTAL.....</b>	<b>\$32,168,390</b>

**GENERAL FUND EXPENDITURES BY DEPARTMENT – FISCAL YEAR 2009**

DEPARTMENT	Adopted Budget
GENERAL FUND	
City Council.....	\$85,359
City Manager .....	519,111
Community Relations.....	516,620
Purchasing and Contracts Management .....	344,031
Facilities Maintenance.....	477,486
City Clerk .....	317,879
Personnel Management.....	297,176
Law Enforcement .....	2,301,390
City Attorney .....	568,606
Financial Services .....	773,683
Information Technology and Communications.....	2,443,922
Community Development .....	5,589,610
Fire.....	7,017,062
Streets.....	5,347,532
Engineering.....	1,449,368
Recreation and Parks .....	2,479,021
Non-Departmental .....	1,640,534
<b>Total General Fund .....</b>	<b>\$32,168,390</b>





# Creating Economic Growth

The City of Palm Coast's Economic Development Department focuses on three main areas: business retention, business expansion and attraction/recruitment of new companies. Additionally, the City looks for ways to create future business centers to 'brand' the new Town Center downtown development area. The Department's mission is to mold and shape the existing and future landscape of the City, encouraging capital investment and creating high wage employment opportunities.

In 2008, the Economic Development Department took the lead in launching the success of Project Continental (Palm Coast Data). The Project brought 750 new Palm Coast Data jobs to Palm Coast while retaining 1,000 existing positions. The company's expansion is expected to generate \$175 million in annual economic activity in the City.

Future economic development looks positive, as the City of Palm Coast's quality of life continues to attract new business inquiries.



Local Palm Coast company expands business nationally and creates a corporate campus on Commerce Blvd.

## Additional Economic Accomplishments in 2008

- Initiated a land exchange agreement with a local church to relocate them to a family-oriented neighborhood. The church property was originally located in an industrial park, across from a chemical manufacturing plant.
- Annexed approximately 10,000 acres for future growth and development for mixed use, commercial and light industrial parks of commerce. These annexations will create employment opportunities and broaden the non-residential tax base.
- Assisted with publishing and distributing four issues of the 2008 Palm Coast Business Journal.
- Co-sponsored and facilitated an alliance with the U.S. Small Business Administration, Daytona State College and the Center for Business Excellence for a hands-on workshop for local businesses.

# Current Implementation of Technology Services and Applications

In 2008, the Information Technology and Communications Department (IT&C) sought to improve services and streamline processes for various departments throughout the City. Working with both external vendors and internal employees, IT&C was able to effect several changes and implement new programs which resulted in cost savings, higher quality of service and increased accessibility for citizens.

Throughout the year, IT&C focused on expanding and updating vital infrastructure. In support of economic development and Project Continental/Palm Coast Data, the City's data center was relocated and operations were migrated to a new data center at the recently opened Water Treatment Plant #3. In addition, a multi-year project upgraded the former phone system to newer technology more capable of handling the City's needs. Installation of the City-owned fiber optic network continued into its third year and seven additional City facilities were connected to the network. The fiber network has enabled the City to be less reliant on traditional communications carriers while benefitting from improved voice and network services.

New programs were implemented and applications were launched to make government services more accessible for citizens to streamline department processes. RecWorks enables citizens to register and remit payment for activities sponsored by the Recreation and Parks Department. BuildingWorks, a phone based permitting and inspection system benefits the Building Department and its customers. Additionally, IT&C added live streaming capabilities and Video on Demand to the PCMA Cable TV199 website to provide citizens with increased options for accessing television programming.



## ADDITIONAL SIGNIFICANT ACHIEVEMENTS IN 2008

- Deployment of Mobile Data Terminals equipped with Computer Aided Dispatch (CAD) in Fire Department vehicles for quicker response times and more accurate field reporting.
- Completed enhancements to the City website, [www.ci.palm-coast.fl.us](http://www.ci.palm-coast.fl.us), resulting in a site more accessible for all citizens and gaining compliance with ADA recommendations.
- Deployment of GPS technology to track City assets such as fire hydrants, street lights, street signs, sidewalks and fiber optics for asset management and maintenance.
- Created a new web-based map application for the Stormwater Department to automate the Stormwater Billing process, resulting in more accurate calculations.

# Cohesive Record Keeping

The City Clerk's Department establishes and maintains procedures to ensure easy public access to all public information and records. Staff preserves the integrity of the City's official records and establishes Palm Coast as a recognized leader in record retention and preservation.

## Significant Achievements in 2008

- Scanned thousands of 'paper' records into the City's OnBase Records Management system, working towards Palm Coast's goal of becoming a paperless organization.
- Prepared and published the City's first Handbook for Volunteer Boards and Committees. This handbook is sought after by City Clerks across the entire State of Florida.
- Established procedures for Departments to conduct their own Electronic Records Auditing and Committing.





# Careful Maintenance and Preservation of Infrastructure

The Public Works Department stepped forward in 2008 to take on a major city construction project. To achieve greater quality control and cost effectiveness, the Department assumed duties for annual rehabilitation of 25 miles of city swales. Two six-man crews grade, excavate and sod swales identified by the Stormwater Department for reconstruction. The crews also clean out culvert or drainage

pipes and replace valley gutters where needed. In 2008, Public Works renovated 93,185 feet of swales.

The innovative component of the project is 'green'. Utilizing a screener, crews are recycling the dirt and debris they recover from the swales, screening out the organic material and reusing the clean fill dirt for shoulder, radius and sidewalk repair, as well as

landscape projects throughout the City. This fill is available for use at no cost to all City departments and their contractors, saving money and time.

The Public Works Department maintains all of the City's sidewalks, streets, traffic and street signs. A complete staff of 75 maintains 533 miles of paved roads, 1,000 miles of swales, 12 bridges and box culverts and 40 miles of sidewalks and paths. The Department is also responsible for emergency response, parkway maintenance, valley gutter replacement and pavement damage.



The City's Public Works Department won first place for their float at the 2008 Starlight Holiday Parade in Town Center.

Additional Significant Achievements in 2008	Constructed 16,039 linear feet of new sidewalks	Began upgrading of all street signs throughout the City to meet ADA (American Disabilities Act) regulations	Began preventative maintenance to inspect and replace City guardrails
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# Controlling and Maintaining Drainage and Construction

Maintaining the community's stormwater drainage system and implementing engineering reviews of development projects are two fundamental tasks performed by the City's Engineering & Stormwater Department. The City's stormwater drainage system consists of:

- 1,000+ miles of roadside swales
- 150 miles of drainage ditches
- 54 miles of freshwater canals
- 26 miles of saltwater canals
- 19 major water control structures (weirs)
- 1 mile of concrete lined canal (Lehigh Canal)

The Department takes all capital improvement projects from conception to completion, including administration, planning, design and budgeting. Widening the north portion of Belle Terre Parkway to four lanes is one example of these major construction projects. Beginning in 2008, this two-year venture includes relocating water and sewer lines, providing underground electric service, sidewalks, curbs and landscaping along one of the City's most traveled roadways.



## ADDITIONAL SIGNIFICANT ACHIEVEMENTS IN 2008

- Installed 120 street lights.
- Installed 38 street valley gutters.
- Replaced 3,850 linear feet of drainage pipe.
- Oversaw roadway improvements at Pine Lakes and Palm Coast Parkways.
- Performed 10,903 linear feet of ditch excavation.
- Began construction of Belle Terre/Royal Palms Parkways intersection.
- Resurfaced 50 miles of streets.
- Completed design and began construction for improvements at the Lehigh Canal.
- Re-graded 199,609 linear feet of roadside swales (working with Public Works Department).





# COMMITTED TO IMPROVING OUR ECO-MENTALITY



There are City governments that **BELIEVE** it is important to lead their communities to become responsible stewards of the environment. There are also City governments that **DO SOMETHING ABOUT IT**. The City of Palm Coast stepped forward in 2008 to promote and implement so many valuable City green projects, that their leadership was evident across the community and the entire State of Florida. And they were amply awarded for their hard work.

Based on meeting specific criteria on its green standards, the

City of Palm Coast was awarded a prestigious Silver Certification in 2009 from the Florida Green Building Coalition. Their initiatives included encouraging City staff to develop energy reduction plans, promote conservation, green events and programs, increase recycling efforts, institute environmentally-preferable programs, follow green policies throughout the organization, preserve the natural ecosystems and educate the community on the surrounding eco-friendly environment.

Led by a Green Team comprised of the City's Senior Environmental Planner, Landscape Architect, Urban Forester and Community Development Senior Staff Assistant, City employees worked with the citizens of Palm Coast to modify their habits and incorporate them into their everyday lives. The City collected over 686 more tons of recyclables in 2008 than in 2007. Thousands of citizens participated in tree and wildlife events. Residents are spending more quality time enjoying

environmentally sensitive lands purchased by the City and County. Hundreds recycled Christmas trees and electronics. City offices saved money on facility utility bills and utilized less paper.

The future for green efforts in Palm Coast is perpetual. Together, residents and City government will continue to become more responsible for, and efficient with, their approach to protecting the environment. Watch as we continue to improve our 'eco-mentality'.

## SIGNIFICANT GREEN PROJECTS COMPLETED IN 2008

- Applied for and received (in 2009) a Green City Silver Level Designation from the Florida Green Building Coalition. The Designation is based on how City facilities, regulations and operations meet criteria of the Green Local Government Standard.

- Expanded City park recycling to add the Tennis Center and Holland Park to recycling at the Indian Trails Sports Complex.

- Completed beautification of I-95/SR 100 Interchange

- Earned an Award of Excellence from the Northeast Regional Planning Council for the City's efforts to assist with management of the historic Masonic Cemetery

- Welcomed citizen organizations to adopt Heroes Park and the Pine Lakes Parkway multi-purpose trail

- Received Tree City USA and Tree City USA Growth Awards

- Facilitated the inaugural Intracoastal Waterway Cleanup, with 98 volunteers collecting 1,957 pounds of debris (713 pounds of which were recyclable) along the Intracoastal Waterway and canals.

- Received the Great Florida Birding Trail designation for Linear Park/St. Joe Walkway, from the Florida Fish and Wildlife Conservation Commission.

- Established an Interlocal Agreement with the Flagler County Schools to develop a joint tree nursery growing facility on school property, for use in the beautification of public facilities.



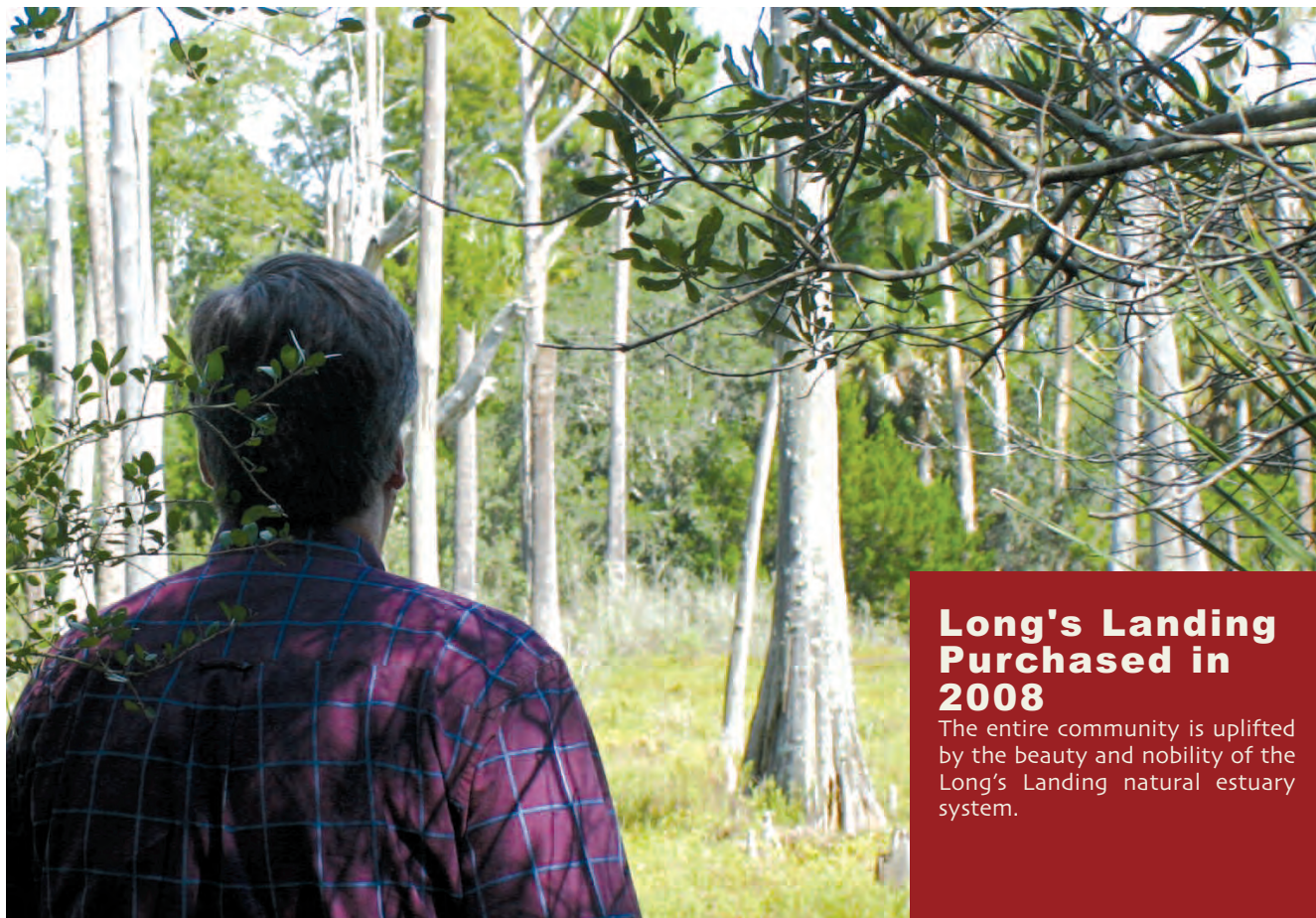
## The Beauty of Butterflies

Linear Park is home to Palm Coast's Butterfly Lane, a walkway in which residents and visitors alike can enjoy.



## Reduce, Reuse, Recycle

The city expanded their city park recycling program to include Palm Coast Tennis Center (above) as well as Holland Park.



## Long's Landing Purchased in 2008

The entire community is uplifted by the beauty and nobility of the Long's Landing natural estuary system.

## Splash on Swales

Engineering and Stormwater Department's mascot, Splash, educates school students on maintenance of city swales.



## The Green Scene

Palm Coast's Arbor Day event was just one of many 'Green' events hosted throughout the city in 2008.



# Critical, Swift Response to Public Safety Needs

The City of Palm Coast constructed three new fire stations in 2008, an extraordinary achievement for any municipality. A new state-of-the-art central anchor station (Station #25), covers 15,000 square feet with four double apparatus bays, training room, crew living areas and office space and is located at Belle Terre and Royal Palms Parkways.

A new Station #21 was constructed as part of an exchange site agreement between Palm Coast Parkway Investments LLC and the City of Palm Coast, in order to bring Kohls Department Store to town. The City demolished an aging station located on property that the shopping center developer wanted for its first Palm Coast store. In exchange, Kohls built the City a new station #21 on an adjacent site on Corporate Drive, at no cost to taxpayers. The facility boasts 8,600 square feet, three double apparatus bays for trucks and equipment, bunk rooms, living quarters and office space.

In 2008, Palm Coast also

began construction for Station #24. Identical to #21, its design follows City Council's guidelines with a prototype Spanish motif. Serving the northeast section of Palm Coast, the facility is located at Palm Harbor Parkway at Farmsworth Dr. and will open in 2009.

With the three new stations, the City of Palm Coast Fire Department should reduce emergency response times to five minutes or less, which is a City Council goal. Having more stations may also reduce ISO ratings. Theoretically, the closer a home is located to a station, the lower the residential and City insurance rates could be.

Two current stations remain operational, continuing to serve residents on the east and west sides of I-95. Station #23 is located on north Belle Terre and Burroughs Drive and Station #22 is situated at Clubhouse Drive and Palm Coast Parkway. By mid-2009, the five stations will expand employment to 60 career firefighters, a Fire Marshal, two inspectors and four administrative staff members. Adding 30 volunteer firefighters, 15 volunteer fire police and 13 volunteer associate members gives Palm Coast an exceptional force with swift response to help keep citizens safe.

## ADDITIONAL SIGNIFICANT FIRE DEPARTMENT ACHIEVEMENTS IN 2008

- Accepted delivery of a Medic 25 unit to be used at the new Main Fire Station. The truck houses Advanced Life Support Equipment that offers quicker response to emergencies and cuts the cost of sending out a larger vehicle.

- Completed over 24,000 career training hours, covering everything from catching hydrants to trench rescue, fire and rescue operations.

- Provided 3,267 training hours for volunteer firefighters.

- Qualified nine new members for the City's Community Emergency Response Team (CERT), bringing the total to 70 residents. CERT members are trained to be first responders to neighborhood emergencies, waiting for authorized personnel to arrive on site.



## Conveying and Conserving our Water Supply

Conserving and conveying enough water to meet the needs of the City's population continued as a Utility Department theme in 2008. A third water treatment plant opened in July, 2008, with the capacity to deliver 3 million more gallons of high quality drinking water per day to the community. The plant, located on US 1 in Palm Coast Park, softens raw water with two low pressure reverse osmosis trains. Reverse osmosis is an ultra-filtration system that allows water molecules to pass through a membrane with microscopic openings, removing salts and hardness in the water. Water Plant #3 integrates new, improved technology with upgraded equipment and higher level trained operators. The City's two additional water plants treat over twelve million gallons per day of the raw water source (wellfields). The City's wastewater treatment facility treats up to 6.83 million gallons per day

of wastewater effluent representing 100% reuse ability.

The City of Palm Coast became the lead agency in a move to develop a regional desalination plant that eventually could serve future water demands in Northeast Florida. Funded by a consortium of water utility providers in our region, the plant would be either ship or land based and produce potable water from the Atlantic Ocean. The project would take ten to fifteen years to complete.

Validated by frequent awards, the Palm Coast Utility Department continues to prove they provide the highest quality drinking water that meets the stringent drinking water standards set forth by State and Federal requirements. Staff remains vigilant in meeting the challenge of source water protection, water conservation and community education and continues to focus on providing customers with the highest level of service while maintaining fiscal responsibility.

## ADDITIONAL SIGNIFICANT ACHIEVEMENTS IN 2008

- Completed construction of the Cigar Lake Reclaimed Water Distribution Pump Station and Cigar Lake fill and bypass structure. This facility stores and pumps reclaimed water for irrigation to Town Center and future developments located near Old Kings Road South or SR 100. The station can pump 3,500 gallons per minute.

- Received two Water Plant #2 awards, including 2008 Outstanding Membrane Plant in the Southeast USA and Caribbean Region from the South East Desalting Association.

- Received Plant Operations Excellence Awards for Water Plants #1, #2 and #3 from the Florida Department of Environmental Protection, Northeast Region.

- Received the International American Water Works Association's first place award in the TOP-OPS competition. Competing against teams from 18 utility departments from across the United States and Canada, Palm Coast's TOP-OPS team correctly answered questions regarding public health, water distribution, hydrology, chemistry and process control, promoting professionalism in all aspects of water operations.

- Answered 70,627 Customer Service telephone inquiries, averaging a wait time of two minutes and six seconds.





# Contributing to a Strong Leisure Quality of Life



Residents enjoy a cool dip in a beautiful swimming pool on a warm Palm Coast day.



The Recreation and Parks Department worked successfully with local governments in 2008 to preserve a natural jewel for our community. Acquiring the Long's Landing property on the north side of Palm Harbor Parkway at the College Waterway supports magnificent wildlife and uncommon vegetation in a peaceful environment. The entire community is uplifted by the beauty of the Long's Landing natural estuary system.

Additionally, the unexpected historical discovery of Hernandez Wharf came about with the purchase of Long's Landing. Adjacent to Long's Creek basin, the Wharf is a raised bulkhead of stone and excavated fill used during the Revolutionary War period to load plantation goods for shipment to trade, sell or export. Efforts are underway to place Hernandez Wharf on the National Historical Register. An Interlocal Agreement between the Palm Coast City Council and the Flagler County Board of Commissioners facilitated the Long's Landing acquisition.

Partnering with the Flagler County Schools, the City greatly enhanced recreation last year with the addition of several exciting new programs. PLAY (People Living Active Years) offers an array of adult activities and events; PC KIDS delivers an enriching, safe program to educate and entertain our one to five year old residents; MY ZONE gives sixth through eighth graders a quality after school experience. The City also initiated after school sports for elementary and middle schoolers and created a special Youth Center with age-appropriate activities for teens. Many programs meet at local schools.



## Palm Coast Quick Note

Who is Frieda Zamba? The City's Frieda Zamba Swimming Pool is named for the 4-time world surfing champion (1984, '85, '86 and '88) who grew up in Flagler County.



Adults and children alike enjoy Palm Coast's Linear Park on a gorgeous afternoon.



Heavy equipment operators remove dirt from the pond site which will be used to raise the 15th and 16th fairways to eliminate drainage.

## ADDITIONAL ACHIEVEMENTS IN 2008

- Began renovation of the Palm Harbor Golf Course to provide an affordable, convenient public facility for golfers. Reconstruction includes course reconfiguration, a new irrigation system, new grass and ponds, driving range and a temporary clubhouse. The Course is scheduled to open in Fall, 2009.
- Received a grant from the Florida Inland Navigation District to create Waterfront Park. Council approved a Master Plan which will include a playground, parking area, passive trail, fishing pier and restrooms.
- Created the City's first Master Recreation and Parks Plan to provide a vision for future park and facility needs in the community.
- Opened a Florida Inland Navigation District Trail along the Intra Coastal Waterway, adding a few more magnificent miles to the St. Joe Walkway.
- Reached 80% completion for construction of Ralph Carter Park adjacent to Rymfire School. The Park will have a playground, skatepark and picnic pavilion completed in 2009.



# C omprehensive, Responsible Growth and Development

Planning, Zoning, Building, Code Enforcement and Green Team initiatives comprise the City's Community Development Department. Together, staff guides growth and development adhering to responsive and responsible principles and practices. Partnering with the City Council, citizens boards and community groups, the Department works to balance the needs of both residents and businesses in the community.

In 2008, The City of Palm Coast's Community Development Department completed and commenced many planning projects, issued development approvals and immersed staff in many new green initiatives. The adoption of the City of Palm Coast's first Unified Land Development Code set a productive tone for the Department's actions in 2008. The Code sets forth regulations, requirements and procedures governing the use and development of land for the purpose of protecting the health, safety and welfare of the citizens.

## ADDITIONAL SIGNIFICANT PROJECTS COMPLETED IN 2008

- Connected sidewalks along Rymfire Drive, Palm Coast Parkway, Palm Harbor Parkway and Forest Grove Drive, as well as multi-purpose paths to expand the city trail system and link neighborhoods to schools, parks and businesses
- Widening of sidewalks in Town Center
- Secured easements and permitting for the Graham Swamp Trail, which will connect to the Lehigh Trail in future phases
- Worked with the City's Geographic Information Systems (GIS) Division to develop the interactive Zoning Review Map to expedite the permitting review process
- Adopted the SR100 Corridor Community Redevelopment Area (SR100 CRA) Plan Update to reflect changing conditions, update the Tax Increment Financing projections and the Capital Improvement Plan.
- Adopted the Public School Facilities Element of the Comprehensive Plan and Interlocal Agreement to implement School Concurrency as required by Florida Statutes.
- Constructed improvements to Central Park in Town Center, through coordination with the Town Center Community Development District (CDD), to include widening sidewalks, adding restroom facilities, lighting, amphitheater and audio system.

## DEVELOPMENT APPROVALS INCLUDE

Pinnacles Professional Park  
Grace Presbyterian Church  
Indian Trails Sports Complex, Phase II  
First Coast Community Credit Union  
Palm Harbor Parkway Fire Station #24  
Marathe Office Complex  
RAE Complex (Storage Facility)  
Rymfire Elementary K-8 Additions  
Imagine Charter School

Palm Coast Parkway Plaza  
Wachovia Bank, Town Center  
Kings Pointe Commercial Offices  
Emeritus Palm Coast, Assisted Living  
Parkview Baptist Church, Phase II  
Sawmill Creek, Phase I  
Mount Calvary Baptist Church, Phase I  
McDonalds, Town Center  
Windsor Assisted Living Center



# C oncise Monitoring of Business Licensing

During 2008, the City's local Business Tax Receipt Department conducted an equity study to compare the City of Palm Coast's local business tax ordinance with similar sized cities in Florida. This equity study was made possible by an act of the Florida legislature during its 2007 session. The Palm Coast City Council appointed an Equity Study Commission, consisting of local business managers and owners, to study the City's ordinance and make recommendations to staff. Other than small adjustments to verbiage and rates, the Commission found that the City of Palm Coast's Local Business Tax Ordinance was in fact equitable.

The City's Local Business Tax Receipts Ordinance gives Palm Coast the ability to level local business taxes for the privilege of doing business within the municipality. Local Business Tax Receipts are actually just a privilege tax; there is no competency required to obtain a Tax Receipt and its purchase should not be misconstrued as an endorsement by the City.

## Additional Achievements in 2008

Issued 3,378  
Business Tax Receipts to  
local businesses  
and 838 Land Service  
Stickers

Investigated  
168 complaints  
of untaxed businesses as  
well as  
Land Development Code  
violations

Initiated 39 unlicensed  
contracting complaints,  
utilizing the  
Florida Department  
of Business and  
Profession Regulation, as  
well as Flagler's local  
licensing board

Issued 36 door-to-door  
solicitation permits  
as well as two  
Right-of-Way  
solicitation permits

# C arrying Out Responsive Code and Permit Enforcement

The City's Building/ Permitting and Code Enforcement divisions operate within the Community Development Department. The Building Division processes building permit applications,

verifies contractor qualifications, reviews plans, issues permits, performs inspections and issues Certificates of Occupancy. Code Enforcement ensures compliance with the

City's Code of Ordinances by processing code complaints, investigating, documenting, reporting, responding, preparing and presenting cases for Code Board.

In 2008, the Division's

responsibilities were expanded to include animal control. To relocate several feral cat colonies in the City, the Division helped to establish a Cat Sanctuary.

## ADDITIONAL SIGNIFICANT ACHIEVEMENTS FOR 2008

### The Building/Zoning Department:

- Implemented a new software program that allows contractors to request inspections and make payments 24-hours a day, using the web or telephone.
- Earned a rating of three (3) in the commercial category by the Insurance Services Office (ISO) for the Building Code Effectiveness Grading Schedule Program. This could provide the basis for lower insurance rates for new construction.
- Implemented a same day permitting option for above ground pools, fences, sheds, door and window replacements, hurricane shutters, re-roofing, electrical, mechanical and plumbing.
- Earned the Florida Green Home Designation Certification for City inspectors.
- Adopted an Impact Fee Resolution to simplify fee structure and adjust fees.

### Building Permit Statistics:

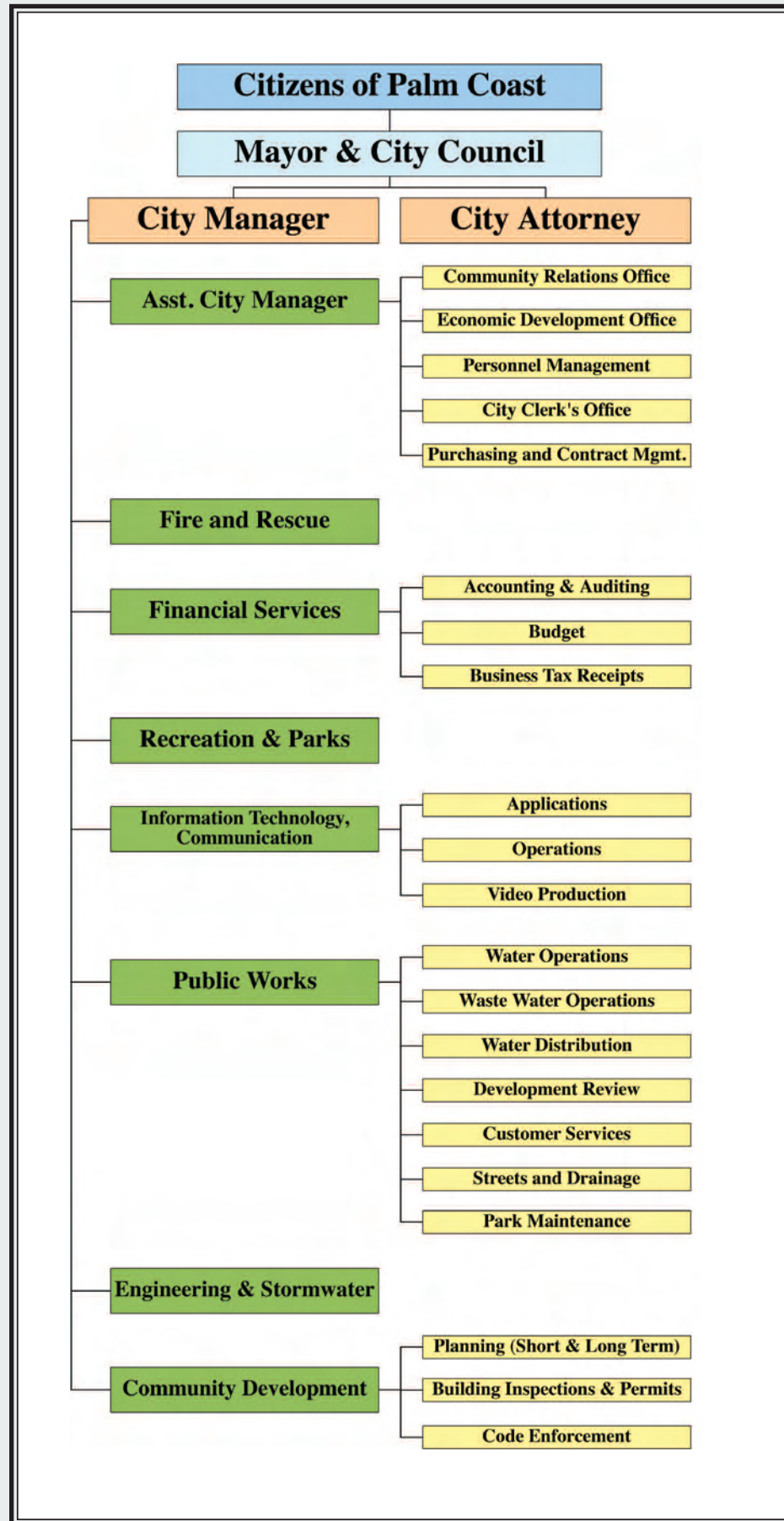
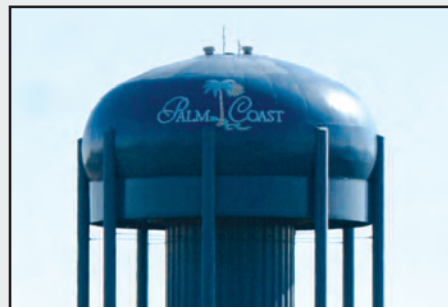
Number of Residential Dwelling Units .....611  
Square footage of Commercial Permits.....339,980

### Code Enforcement Violations:

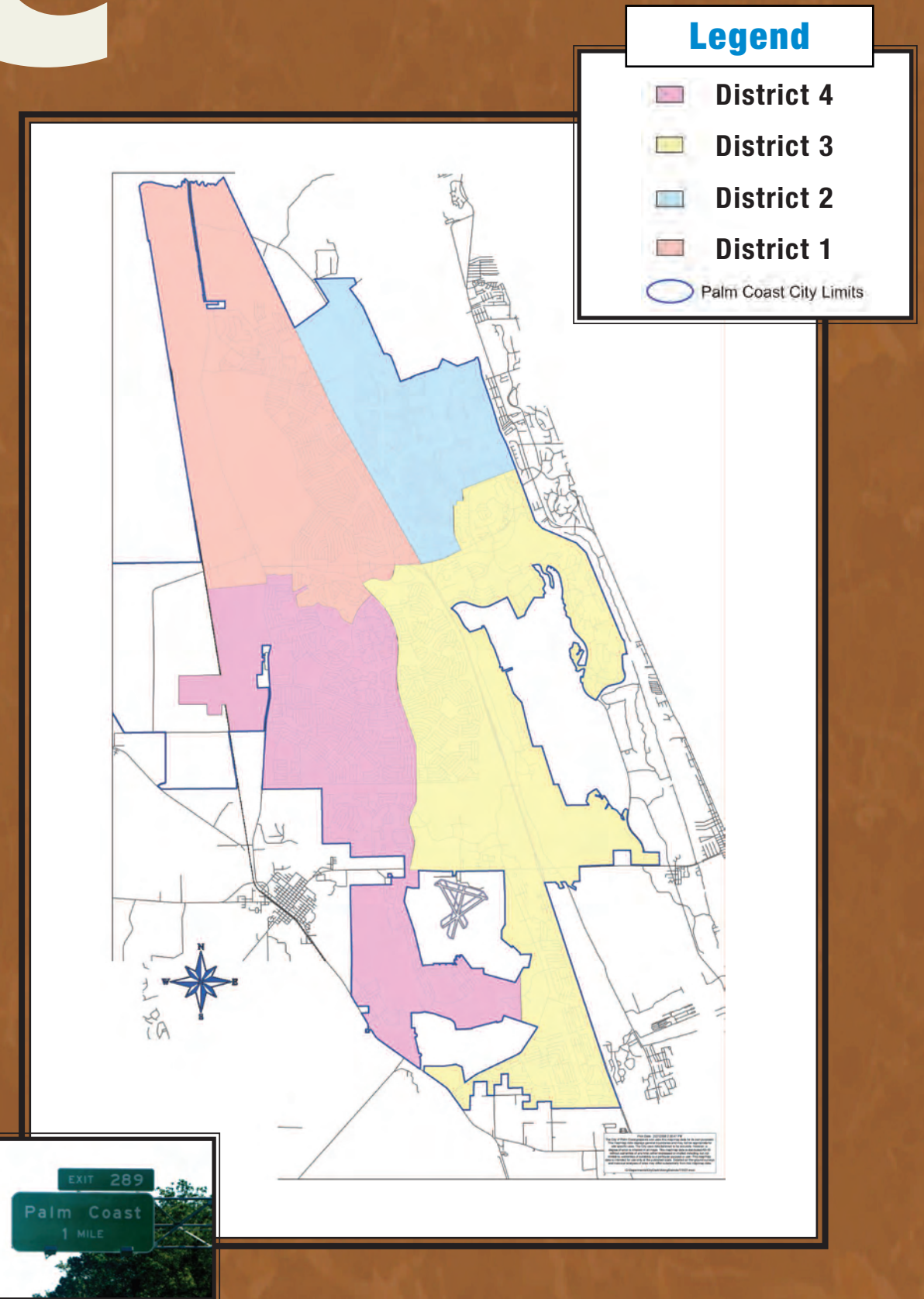
Irrigation.....637  
Construction Sites .....88  
Signs in Right-Of-Way .....6,207  
Number of Cases Brought to Code Board .....346  
Notices of Remedy .....3,178  
Animal Control Cases .....934



# City Staff Organizational Chart



# City of Palm Coast Voting Districts







# City of Palm Coast Contact Information

**MAYOR/CITY COUNCIL/ADMINISTRATION**

**Phone: 386-986-3702 Fax: 386-986-3703**

City Council Meetings are held on the first Tuesday evening of every month, 6:30pm, and the third Tuesday morning of the month, 9:00a.m., at the Palm Coast Community Center, 305 Palm Coast Pkwy NE.

## **Mayor – Jon Netts**

[jnetts@ci.palm-coast.fl.us](mailto:jnetts@ci.palm-coast.fl.us)

### **Vice Mayor, District 3 – Mary DiStefano**

[mdistefano@ci.palm-coast.fl.us](mailto:mdistefano@ci.palm-coast.fl.us)

### **Council Member, District 1 – Holsey Moorman**

[hmoorman@ci.palm-coast.fl.us](mailto:hmoorman@ci.palm-coast.fl.us)

### **Council Member, District 2 – Frank Meeker**

[fmeeker@ci.palm-coast.fl.us](mailto:fmeeker@ci.palm-coast.fl.us)

### **Council Member, District 4 – William A. Lewis**

[blewis@ci.palm-coast.fl.us](mailto:blewis@ci.palm-coast.fl.us)

### **City Manager – Jim Landon**

[jlandon@ci.palm-coast.fl.us](mailto:jlandon@ci.palm-coast.fl.us)

### **Assistant City Manager – Oel Wingo**

[owingo@ci.palm-coast.fl.us](mailto:owingo@ci.palm-coast.fl.us)



## **CITY OFFICES AT CITY WALK**

160 Cypress Point Parkway Suite B-106  
Palm Coast, FL. 32164  
386-986-3700  
[www.ci.palm-coast.fl.us](http://www.ci.palm-coast.fl.us)



### **FIRE & RESCUE**

1250 Belle Terre Pkwy.,  
Palm Coast, FL. 32164  
Tel: 386-986-2300  
Fax: 386-446-6752  
[mbeadle@ci.palm-coast.fl.us](mailto:mbeadle@ci.palm-coast.fl.us)

### **RECREATION & PARKS**

305 Palm Coast Pkwy NE,  
Palm Coast, FL. 32137  
Tel: 386-986-2323  
Fax: 386-986-2470  
[owingo@ci.palm-coast.fl.us](mailto:owingo@ci.palm-coast.fl.us)

### **CITY CLERK**

Tel: 386-986-3713  
Fax: 386-986-3714  
[choeni@ci.palm-coast.fl.us](mailto:choeni@ci.palm-coast.fl.us)

### **PUBLIC WORKS DEPT.**

1 Wellfield Grade,  
Palm Coast, FL. 32137  
Tel: 386-986-2332  
Fax: 386-446-6758  
[radams@ci.palm-coast.fl.us](mailto:radams@ci.palm-coast.fl.us)

### **UTILITY DEPT.**

2 Utility Drive  
Palm Coast, FL. 32137  
Customer Service: 386-986-2360  
Customer Service  
Fax: 386-446-2391  
Main Office Tel: 386-986-2350  
Main Office Fax: 386-986-2391

**PALM COAST PRECINCT  
FLAGLER COUNTY  
SHERIFF'S OFFICE**  
Tel: 386-586-2621

### **COMMUNITY DEVELOPMENT BUILDING SERVICES CODE ADMINISTRATION**

Planning/Zoning  
Tel: 386-986-3736  
Fax: 386-986-2590  
Building Tel: 386-986-3780  
Fax: 386-986-3781  
Code Tel: 386-986-3764  
Fax: 386-986-3781  
[nabreu@ci.palm-coast.fl.us](mailto:nabreu@ci.palm-coast.fl.us)

### **COMMUNITY RELATIONS**

Tel: 386-986-3708  
Fax: 386-986-3703  
[mlidskin@ci.palm-coast.fl.us](mailto:mlidskin@ci.palm-coast.fl.us)

### **ECONOMIC DEVELOPMENT**

Tel: 386-986-3717  
Fax: 386-986-3703  
[icorliss@ci.palm-coast.fl.us](mailto:icorliss@ci.palm-coast.fl.us)

### **FINANCIAL SERVICES**

Tel: 386-986-3723  
Fax: 386-986-3773  
[rbritt@ci.palm-coast.fl.us](mailto:rbritt@ci.palm-coast.fl.us)

### **INFORMATION TECHNOLOGY**

Tel: 386-986-3735/386-986-4792  
[cviollette@ci.palm-coast.fl.us](mailto:cviollette@ci.palm-coast.fl.us)

### **ENGINEERING STORMWATER CAPITAL PROJECTS**

Tel: 386-986-4760  
Fax: 386-986-4762  
[jmoden@ci.palm-coast.fl.us](mailto:jmoden@ci.palm-coast.fl.us)