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Customer Service
386-986-2360

Utility billing, garbage pick-up, streets, maintenance for city signs, street lights, sidewalks, potholes; swales and drainage, driveways/culverts, resurfacing; Code Enforcement, mowing, tree/fire mitigation, property maintenance, vehicle parking, trash on private property, irrigation ordinance, noise/pet issues.

Community Development

Planning386-986-3736

Building Permits . .386-986-3780

Fire & Rescue386-986-2300

Parks & Recreation .386-986-2323

Finance/Budget386-986-3723

City Clerk386-986-3713

Communications/
Newsletter386-986-3708

www.palmcoastgov.com

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THANKS FOR YOUR PATIENCE DURING CONSTRUCTION



Palm Coast motorists will encounter three critical roadway construction projects this year. Each will improve vehicle mobility and infrastructure across the City. Your cooperation is truly appreciated as we work to successfully complete these projects with a minimum of inconvenience.



Palm Coast Parkway Widening – Feb. 2014-Dec. 2015

The 1.2 mile stretch of Palm Coast Parkway between Florida Park Dr. and Cypress Point Pkwy will be widened from four to six lanes. Eight-foot pedestrian walkways will be added on both sides of the street across the entire extension, along with new turn lanes at Cypress Point Pkwy, 458 trees and a landscape irrigation system utilizing reclaimed water. The first phase begins on the south side of Palm Coast Pkwy, eventually moving to the north side and then the median. We anticipate that two lanes will remain open in both directions during construction, but there may be some closures during night hours.



Questions and concerns? A special hotline number has been established: 1-800-515-9194 or go to www.PalmCoastPkw.com.

Bulldog Drive Improvements – Feb.-Aug. 2014

To alleviate recurrent flooding in the school parking lot and on the streets, the City will be re-constructing swales and roads at the corner of Bulldog Dr and SR100. The school entrance on SR100 will be shifted westward and new turn lanes will be added at the corner to improve traffic flow. The project also includes a permanent traffic signal and upgraded landscaping.

Palm Harbor Parkway Bridge Renovation – Jan.-Aug. 2014

Infrastructure deterioration is being addressed under the Palm Harbor bridge at Florida Park Dr near the Palm Coast Yacht Club. Crews will mend crumbling concrete and seawall and repair exposed rebar. From time to time, traffic may be limited to one lane.

Please bear with us during these construction projects. Once they've have been completed, we'll all be happy for the improvements.



Jon Netts - Mayor • Jason DeLorenzo - Vice Mayor • William A. Lewis • David Ferguson • Bill McGuire Palm Coast, FL Feb./Mar. 2014



Sunday mornings are usually peaceful in the neighborhoods of Palm Coast. Not so on Sunday, December 15.

So begins the story of the Starlight Tornado that dominated weekend chaos in our City on Dec. 14. The storm (designated 'Starlight' because it disrupted the annual Starlight Parade in Town Center), was responsible for damages or destruction to hundreds of residences in our B, C and F sections.



"The Saturday night tornado knocked a hole in our roof that we discovered on Sunday. Water just covered our floors."

This was just one example of the catastrophic circumstances of the storm. When warnings first rang, Fire Department personnel safely evacuated thousands at the Town Center parade. The City's emergency response plan and our local agencies swiftly shifted into action as crews raced from the parade to the storm site, going from house to house to assure residents' safety and identify initial property damage. FPL shut down power to avoid further harm. The Sheriff's Department closed streets for Public Works crews to address immediate needs for those most affected.

City teams worked throughout the weekend and into the wee hours of Monday morning and by the dawn of a new week, the sheer impact of the damage to our community was alarming.

Employees set up rapid response command posts for inspections, damage assessments and permitting both in City offices and

with Cooperation & Care

out in the field. They policed unlicensed contractors who were soliciting in neighborhoods and notified homeowners of contactors who are licensed. Waste Pro service increased to daily pick-up, helping Public Works remove hazardous trees and taking debris out of canals. Customer service reps handled hundreds of phone call inquiries.

And these efforts were truly appreciated. "The actions of your City team restored a normalcy that goes beyond any words that I can express," Mr. Orndorff wrote to City officials. "Your employees were responsive and professional and we could tell they had a specific plan that was successfully executed."



Gail Palmer agrees. "As soon as Tony Capela brought his crews to my home on Birchwood Place, all of my yard debris was pulled together and hauled away," she says. "He relieved our stress about the damage because he was compassionate about our predicament and he followed through with exactly what he said he was going to do."

In the end, the efforts of so many added up to so much. To those whose homes were damaged: City staff continues to be available to expedite your permitting and inspections and help you find a licensed contractor. To all citizens of Palm Coast: All of us genuinely care about maintaining the beauty of our neighborhoods and we promise to work with you to rebuild your homes and replant your trees to restore the charm in our community. Most definitely, our Sundays will once again be restored to peace and quiet.

BY THE NUMBERS

- 239 homes damaged/destroyed
- \$7.2 million overall property loss
- 200 tons and 506 cubic yards of debris removed by Waste Pro/Public Works.





A Message From The Mayor

Jon Netts

It takes only a few moments for a natural disaster to transform your entire life. Palm Coast residents saw it happen with the 1985 and 1998 wildfires. Three 2004 hurricanes gave us a glancing blow. And we were again reminded of the destructive force of Mother Nature when a tornado touched down in our community on December 14. We can't avoid the random possibility of these disasters, but we can mitigate some of the stress and destruction they cause. What can you do?

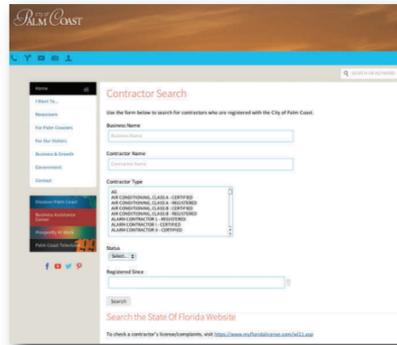
Enroll in CodeRed.

The City uses this system to alert you of imminent local emergencies. This service is free of charge. Register your contact information by calling 386-986-2360 or go to the City website, www.palmcoastgov.com.



Don't hire unlicensed contractors for repairs.

After disasters, unqualified workers may try to take advantage of your vulnerable position by charging you less money, but not completing the work or doing so improperly. Always hire contractors who are bonded, licensed and insured to avoid serious problems. To identify businesses that are licensed, log on to www.palmcoastgov.com, click on the "I Want To" section (on the left side of the home page), then press "Find" and "Contractors" or "Local Business Search". You can also call the City's Business Tax Receipt Department at 386-986-3766.



Follow these general tips all year long:

Have your roof inspected for loose shingles; make sure your portable generator is consistently in good working condition; purchase a weather alert radio and keep it turned on; maintain the trees and shrubs alongside your home; determine ahead of time which location in your home to use as your designated safe room; review your homeowners insurance to update your flood and wind-storm coverage; call FPL (1-800-4OUTAGE) if you lose electricity.

Please carefully consider these emergency action recommendations as a family priority. Wildfire and hurricane season is just around the corner.

Also please know that City of Palm Coast emergency responders are always prepared to assist in any crises or unforeseen occurrence that befalls our citizens. Crews from Utility, Fire, Stormwater, Customer Service and Public Works departments take seriously the safety of your family and your property.



Our Investment, Our Future, Our City Hall

2015 will be an historic year in Palm Coast. The doors to a new City Hall will open later during the year, molding a legacy that began with ITT Corporation, the visionaries who created our City in the 1970's. The 40,000 square foot structure will be constructed in Town Center, our designated 'downtown' where special events and public entertainment have already brought so many people together. It will be our own place of pride, a center for conducting the people's business for future generations.

City Hall will house a welcoming entrance, space for Community Development, Permitting, Business Tax Receipts, Information Technology, Stormwater and Human Resources departments and the Business Assistance Center. Conservative designs will be planned efficiently to achieve LEED (Leadership in Energy & Environmental Design) Certification. The structure will attain a green building status using sustainable construction materials to conserve energy and reduce waste.

The first phase, with 32,000 square feet of office space, will cost \$6.9 million and be entirely funded through the repayment of a loan to the City from the Town Center Community Redevelopment Area and from building permit fees set aside strictly for this purpose. The second phase, with 8,000 square feet of community meeting rooms and public space, will be constructed in the future utilizing funds generated from the Town Center area. Residents will own City Hall outright, with no tax increase and no rent to pay.

Coincidentally, Palm Coast will commemorate its 15th year of incorporation during 2015. A new City Hall will honor the steady forward journey the City has traveled, a suitable acknowledgement of an emerging community committed to investment in its growth.

CityDesk

News From City Departments

- ENGINEERING & STORMWATER
- PUBLIC WORKS & UTILITIES
- COMMUNITY DEVELOPMENT
- FIRE DEPARTMENT
- INFORMATION TECHNOLOGY
- RECREATION & PARKS
- FINANCE



About Daylight Savings Time Water Restrictions:

Our standard landscape irrigation policy for Daylight Savings Time goes into effect from Sunday, March 9 to Sunday, November 2, according to the following provisions:

- 1 – Irrigation is limited to twice a week: odd-numbered resident addresses irrigate on Wed./Sat.; even-numbered resident addresses irrigate on Thurs/Sun; businesses water on Tues./Fri.
- 2 – Users of private irrigation wells can irrigate between midnight and 10am and between 4pm and midnight, on their designated days.
- 3 – Users of City water can irrigate only between midnight and 10am on their designated days.
- 4 – Irrigation is limited to ¾ inch of water per irrigation zone and to no more than one hour per irrigation zone.
- 5 – Hand-held hoses equipped with automatic shut-off nozzles and drip systems/bubblers are both allowed at any time.
- 6 – When reclaimed water is available, use of private irrigation is not authorized.



Go to www.palmcoastgov.com for more information.

About the Annual Parade of Homes:

Tour the 20th Annual Flagler Parade of Homes, March 8-16. Beautiful new homes will inspire you to build your own dream. Go to flaglerparadeofhomes.com or call 386-445-9399 for information.



About Spring Break Camps:

Plan a fun-filled time for your child while he/she is off from school on Spring Break, Mar. 24-28. The Parks & Recreation Department is planning a week of activities for K-6 graders to play and laugh at the Community Center, from 8am-5pm. Registration information is available at 386-986-2323. Young tennis players, ages 5-17, can practice fundamentals every morning during Spring Break, from 9am-1pm. Call the Palm Coast Tennis Center at 386-986-2550.



About the Matanzas Woods Multi-Use Path Extension:

Work is beginning on an extension of the Matanzas Woods Pkwy. path to create a safe mode for Matanzas High School/Indian Trails Middle School/Belle Terre Elementary students to walk or bike. The 1.7 mile multi-use path will extend from US1 to Bird Of Paradise Drive. The City of Palm Coast, Flagler County, Flagler Schools and Florida Department of Transportation are partners in this safety project.

About BAC Academy Programs:

Building on its successful programs that assist local businesses throughout Flagler County, the Palm Coast Business Assistance Center is expanding training opportunities to provide an expanded curriculum for both new and existing business owners. A new series will be offered by the SBCD (Small Business Development Center) Business Academy, enriching content to a more advanced level and targeting practices and knowledge geared to help ALL business owners become more profitable. Classes will focus on managing, financing, marketing and integrating social media. For more information, contact the Business Assistance Center at 386-299-2499.



Do You Own a Home-Based Business?

The Palm Coast Business Assistance Center wants to hear from you. Please help us to better understand the greatest challenges you face when running your own business. The BAC has established several new initiatives to address the needs and growth of home-based business owners, and your feedback will help assure that we've targeted your most pressing problems. Please call Chris Altmansberger or Joe Roy at 386-299-2499 to let us know where we can focus our attention.