



Memorandum

To: The Honorable Mayor and City Council
From: Jim Landon, City Manager
Date: September 2, 2011
Re: Week-In-Review

**'KICK-IN' TO FALL POOL SPECIAL
LABOR DAY WEEKEND
FRIEDA ZAMBA POOL**

**PICNIC IN THE PARK AND FIREWORKS
SUNDAY, SEPTEMBER 4, 4:00 P.M. - ?
CENTRAL PARK IN TOWN CENTER**

**CITY OFFICES CLOSED FOR LABOR DAY
MONDAY, SEPTEMBER 5**

We Have a New Online Resource

A Business Assistance Center website was launched this week, a unique informational site for business start-ups, existing businesses or those looking to relocate. Aside from providing resources, training and counseling, www.palmcoastbac.com brings live interactive business blogs to visitors. Sharing real-time data, opinions and inquiries is the next progressive step for the Business Assistance Center to help local businesses prosper.

Next Week:

- *Monday, September 5, City Offices Closed to Observe Labor Day*
- *Tuesday, September 6, City Council Meeting, 6:30 p.m., Community Center*
- *Wednesday, September 7, Code Enforcement Board, 9:00 a.m., Community Center*

Attachments:

Business Assistance Center Update
BAC Impact report
City Manager Administration Division Updates
Community Development Update
Engineering/Stormwater Update
Fire Update

Information Technology & Communications Update

Public Works/Utility Update

Recreation & Parks Update

Press Releases: Kick-In to Fall Labor Day Weekend Pool Special; Fireworks & Picnic in the Park;

New Website for Business Assistance Center (BAC); Cardio Tennis Classes; New Teen Zone at

Buddy Taylor Middle School; Free Friday Night Movie; Cause for Paws Event; Budget Hearing;

Voting – Primary Elections; Labor Day Closing



**City Manager's Office
Administrative Divisions Week in Review**

Friday, September 2, 2011

City Clerk

- Processed two requests for public records.
- Processed nine Lis Pendens and litigation documents.
- Prepared and processed five documents for recording.
- Completed one Proof of Life.
- Prepared three agenda items.
- Prepared and posted one agenda packet to the Web.
- Sent out thank you letter to Code Board member who resigned.
- Coordinated OnBase changes for Purchasing & Contracts, Community Dev. and Urban Forestry with IT&C.
- Continued working with Candidates for 2011 Elections.

Community Relations

- Continued to work on components for the Fall Citizen's Academy session
- Worked on Mayor/Council written projects
- Met with Luanne to discuss plans for a grand opening event for our new Indian Trails Sports property
- Wrote and distributed the following media releases:
 - Teen Zone
 - Fireworks & Picnic Event
 - Cause for Paws
 - BAC Online
 - Labor Day – offices/pool trash schedules
 - Budget Hearing
 - Primary Election
 - September Movie in the Park
 - Cardio Tennis session
- Assisted with promotions for the following City programs:
 - Elections
 - Fireworks & Picnic
 - Cause for Paws
 - 9-11 Event
 - Pink Army 5K

Events

- Finalized agreement with Fireworks by Santore
- Met with Barbara and Carol about Cause for Paws event – vendors, logistics, etc
- Labor day event finalized with PW
- Meeting with Fire Chief and Chiumento regarding Hall of Terror
- Pink Army 5K and race series planning
- Agreement to Amaral for Seafood Festival
- Seafood Festival site meeting
- Holiday Parade entry form and letter updated
- Volunteer meeting
- Meeting with the new director of the Education Foundation regarding event at PHGC in the spring
- First 2011 Feed Flagler Meeting – I will be working on funding
- Set meeting for 9/9/11 with Art League to assist with their upcoming event series. Working with art league to get art vendors at seafood festival
- Finalized I-95 billboard for Seafood festival – up on Sept 15
- Contacted DSC regarding interns
- Contacted FCSO for K9 at events
- Working with PC Signs for event banners

Human Resources

- Supported Recreation and Parks and Streets and Drainage in their recruitment efforts.
- Reconciled the Life Insurance Bill.
- Reviewed/provided input into the development of a volunteer background screening process.
- Compiled list of employees fluent in foreign languages should translation services be required during an emergency.
- With finance, participated in the retirement plan fiduciary responsibility committee.

Purchasing and Contracts Management

Purchasing & Bidding:

- Brian Rothwell and Dianne Torino continue to work on our Residential Solid Waste RFP that will be going out to bid shortly.

Contracts:

- The following contracts have been fully executed and sent to the vendor:
 - Fed Fox Enterprises, for the 2nd Amendment to the NSP Developer Services Agreement
 - FDOT, for Traffic Light Maintenance
 - Flamingo Development of Flagler, Inc., for Satisfaction of Morgge



WEEK OF AUGUST 29-SEPTEMBER 2, 2011

Business Assistance Center Activities

- The SBDC Area Manager and UCF SBDC Network served a total of 9 customers, providing 12.5 hours of assistance. The total numbers of customers served by the BAC is 38. Five (5) customer accounts were closed for non-responsiveness. See attachment for UCF SBDC Report on Weekly Activities.
- For month of August, the SBDC Area Manager conducting 40 consulting sessions, providing 58.75 hours of assistance. Since May 1, the SBDC Area Manager conducting a total of 113 consulting sessions, providing a total of 193.75 hours of assistance. See attachment for SBDC at UCF Report on Monthly Activities.
- For the month of August, the BAC Website (which was only active online for one week) was visited a total of 328 times, of those visits, 193 were absolute unique visitors. The average number of page views was 6.39 and the average time spent on the website was 8 minutes 11 seconds (Source: Google Analytics Monthly Report). In addition, the website has received the first online request for a consulting session appointment.
- City staff met to discuss possible CDBG Entitlement Status.
- Staff met with real estate brokers regarding business prospects.
- Staff met attended JAXUSA Partnership meeting with Site Selectors to assess our community's strengths and weaknesses.
- The BAC will host a privately funded Business to Business Trade Expo on October 7th at the Hammock Beach Resort.

New Palm Coast Businesses

- Inner Dynamics LLC – 50 Leanni Way – Counseling
- Black & Gold Home Maintenance – Home Based – Handyman Service
- Free Coupon Marketing LLC – Home Based – Internet Business
- Alina Santana's Cleaning – Home Based – Janitorial Cleaning Service
- Mark Smith Seafood – Home Based – Retail Sales (Office Only)
- M & E Cross, Inc. – Home Based – Interior Designer
- Eleanor Schmidt – Home Based – Internet Business
- T & J Hauling, Inc. – Home Based – Land Clearing

Attachments

- SBDC at UCF Flagler County Impact Weekly Report
- SBDC at UCF Flagler County Impact Monthly Report



Flagler County IMPACT

Aug 29 — Sep 2

Performance Measure

SBDC

Resource Network

Group Training

Number of Training Events	0	0
Number of Participants	0	0

Individual Customer Meetings

Number of Customers Receiving Consulting Service	9	3
Total Hours of Assistance*	12.5	3
Jobs Created/Retained	0	0
Capital Formation	\$0	\$0
Number of New Businesses Started	0	0
Sales Increase	\$0	\$0
Total Contracts Awarded	\$0	\$0

Community Outreach

Number of Brief Inquiries	0	0
Number of Visitors to Web Site	0	0
Number of Public Appearances	0	0
Number of Attendees to Presentations	0	0
Number of Meetings with SBDC Resources	1	
Total Hours Meeting with Resources	1	
Advocacy Meetings	0	

Notes:

*Includes preparation and research time

1. Current Customer Breakdown
 - a. Flagler Beach 3
 - b. Bunnell 6
 - c. Palm Coast 28
 - d. International 1

Comments

1. Closed 5 customer accounts this week for non-response
2. Currently developing 2 training programs (Strategic Planning & QuickBooks)
3. Working with Dave Dobel (SCORE) to further develop BAC strategy
4. Work continues on BAC Trade Expo



SBDC IMPACT

Flagler County

August 2011

Performance Measure

August

May 1 to Date

Group Training

Number of Training Events - Goal of 1 per month
 Number of Participants

0
 0

0
 0

Individual Customer Meetings

Number of Consulting Sessions—Goal of 13 per month
 Total Hours of Assistance*
 Jobs Created/Retained
 Capital Formation
 Number of New Businesses Started
 Sales Increase
 Total Contracts Awarded

40
 58.75
 1
 \$20,000
 0
 \$0
 \$0

113
 193.75
 1
 \$20,000
 0
 \$0
 \$0

Community Outreach

Number of Brief Inquiries
 Number of Visitors to Web Site
 Number of Public Appearances
 Number of Attendees to Presentations
 Number of Meetings with SBDC Resources
 Total Hours Meeting with Resources
 Advocacy Meetings

0
 0
 5
 30
 2
 4
 0

0
 0
 7
 125
 18
 28
 0

Notes:

*Includes preparation and research time

Comments

Training seminar program expected to begin in October



Flagler County IMPACT

August 2011

BAC Trade Expo

The BAC will host a ***privately funded*** Business to Business Trade Expo on October 7th at Hammock Beach Resort. The purpose of the Expo is to showcase the product and service capabilities of Flagler County Businesses. Many of the national retailers doing business in Flagler County have already agreed to participate. Keynote speaker will be Dr. Ted Anders, CEO of Nature's Nurse, a Flagler Beach business.

The Trade Expo will begin at 10:30 AM and conclude with a social gathering at 5:00 PM.

Training Seminar Program

The October BAC Expo will consist of the following Seminars:

- Doing Business with the Government
- Measuring Performance and Acquiring Capital
- Marketing and the Use of Social Media
- Restoring Credit
- Merchandising Strategies

Ongoing seminars will begin in October and will include:

- Strategic Planning (4 sessions of 3 hours)
- QuickBooks (4 sessions of 3 hours)
- Start-Up Basics

Highlights and Activities

Activity has increased each month and I am spending more sessions with each customer. Range of activities includes start-ups, capital acquisition, business plans, and technical service.

The strategy of the partnership between the Palm Coast BAC and the SBDC at UCF is taking shape under the overall banner of economic growth within Flagler County. To date, we have an outline of training within business categories and specific industries.

Strategy proposal has been presented to the BAC Business Council, and to local County and City Government .

The BAC, with the partnership of the SBDC and other local resources including CBE, the Flagler Chamber, SCORE, and Enterprise Flagler, are working to develop measurable reporting criteria to capture County-wide economic growth status.

Challenges

Developing , implementing and integrating an Economic Growth strategy within Flagler County. This strategy segments businesses by size and market segment with associated training.

Establishing an effective business outreach program to promote services available from the BAC/ SBDC.



Implementing an Economic Growth Strategy Current Customer Status

Customers by Business Type			
	Existing	Mature	Growth
Micro			
2 Years or Less	2 to 5 Years Sales <\$500,000	<5 Employees Sales >\$500,000 <\$1MM	>3 Years Sales >\$500,000 <\$10MM
	25	10	1

Customers by Business Category											
Retail	Tech & Health	Service	Retail	Tech & Health	Service	Retail	Tech & Health	Service	Retail	Tech & Health	Service
7	7	12	2	6	1	0	1	0	0	1	0

Customers by Location			
Bunnell	Flagler Beach	Palm Coast	Total County
6	3	28	37





COMMUNITY DEVELOPMENT DEPARTMENT

Building (386) 986-3780 ♦ Code Enforcement (386) 986-3764 ♦ Planning (386) 986-3736

To: Jim Landon, City Manager

From: Nestor Abreu, Director

Date: September 2, 2011

Subject: Week-In-Review

PERMITTING ACTIVITY

The following is an update for permit activity in the City from August 24th through August 31th 2011:

- Applicants saved \$9,700 this period with the implementation of the fee reduction resolution adopted June 17, 2009. Total savings since inception is \$ 1,440,995.
- Total number of permits issued: 96

Commercial Permits Applications Submitted			
100 Palm Coast Parkway #105	Interior Alterations	Luddeni Construction	\$3,000
309 Palm Coast Parkway NE # 1	Interior Alterations	Manley Construction	\$58,000
Total Value:			\$61,000
Residential Permits Issued			
83 Cimmaron Drive	Addition	Encompass Enclosures	\$6,300
228 London Drive	Addition	Mikzad Mehrdad	\$10,000
24 Ryecroft Lane	Addition	Gerda Change	\$3,000
15 Fayette Lane	Addition	Dacom Home Accents	\$8,000
35 Prince John	Interior Renovations	Pool Captain	\$2,000
10 Woodclift Lane	Interior Renovations	A Certified Screen	\$1,724
1 Parkway Drive	Single Family	Seagate	\$198,000
67 Post View Drive	Single Family	Seagate	\$354,000
74 Prince Michael Lane	Addition	By The Shore	\$2,000
Total Value:			\$585,024
Occupancy Permit			
389 Palm Coast Parkway #4	Korabella Creations LLC		
Commercial Certificates of Occupancy			
174 Cypress Point Parkway	Walmart - Interior Renovations		H & G Structures Inc.

Development Order Applications and Submittals		
Cypress Edge Dr. – Cobblestone Village	Medical Plaza	Development Order
Belle Terre Pkwy between State Road 100 and Ponce de Leon Drive	Multi-Use Path	Development Order

PLANNING

- Staff attended the meeting of the Regional Transportation Study Commission-Planning Committee held in Baker County. The Planning Committee discussed recommendations for an on-going region-wide study of regional transportation needs which included a proposal to identify primary and secondary regional transportation corridors. These corridors which mirror potential movement of people and goods would serve as an early indicator of whether a transportation project is regional in nature. Proposals from the committee will be presented to the full Study Commission on September 15, 2011.
 - Green Team
 - Staff provided a brief presentation to the City of Palm Coast Utility Advisory Committee regarding the June 25, 2011 Household Hazardous Waste Drop-off event. Another drop-off event is in the early planning stages and tentatively scheduled for November 12, 2011.
 - Neighborhood Stabilization Program (NSP) 1 Update
 - Three (3) second closings with qualified applicants are scheduled over the next month.
 - Through the NSP Program, approximately \$493,000 has been spent to date with local businesses (realtors, contractors, closing agents, appraisers, etc.).

ECONOMIC DEVELOPMENT TEAM

- Met with City staff regarding possible Community Development Block Grant (CDBG) Entitlement Status.
- Met with real estate broker regarding business prospects.
- Attended JAXUSA Partnership meeting with Site Selectors.

CAPITAL PROJECTS

The following is an update since last week for capital projects in the City from August 25th through August 31st.

Trail and Path Projects			
Belle Terre Multi-Use Path - Phase III	Design Construction	60% 35%	City issued 60% design comments for segment 2 to contractor. Contractor began construction on segment 1 on 8-10-11.

FPL Easement Concept Plan	Concept	50%	Preliminary plan reviewed with Florida Power & Light (FPL) and will require modifications for further consideration by FPL. Plan has been reviewed by Parks Team on 8-26-11. Plan to be revised.
Road and Median Projects			
Pine Lakes Parkway North	Design	60%	City issued 60% design comments to consultant on 8-24-11. City met with FP&L and design consultant on 8-30-11 to resolve plan conflicts.
Bridge Projects			
Palm Harbor Bridge near Long's Landing (#734062)	Design	90%	90% submission comments by City staff issued to Consultant on 08-30-11.
City Facility Projects			
Indian Trails Sports Complex - Storage Building	Out to Bid	0%	Bids Due 9-6-11. Addendum 02 issued 8-30-11.
Indian Trails Sports Complex - North Pavilion	Out to Bid	0%	Bids Due 9-6-11. Addendum 02 issued 8-30-11.
Central Park - Phase IIB	Construction	75%	Initial benches installed. Trash / recycling receptacles ordered. Electrical contractor installing bollard fixtures. New paver installation completed. Speakers being installed. Amphitheater lights installed.

EVENTS

- **‘Labor Day Fireworks in the Park’** on September 4, 2011 from 4pm to 9pm at Central Park in Town Center located at 975 Central Avenue. This event is a tailgating party to include music, food, drinks, volleyball, kids’ wet zone with water slides, inflatables, and fireworks show beginning at dusk in celebration of our nation’s workforce.
- **‘A Walk to End Alzheimer’s’** on Saturday, September 10, 2011 from 12pm to 6pm at Central Park Town Center located at 975 Central Avenue. This event is a 1 mile and 3 mile walk around the paver area and sidewalks of Central Park. Vendors and refreshment will be provided for walkers and guests to raise money or the Alzheimer's Association- Central & North Florida Chapter.
- **‘10th Anniversary September 11th Memorial’** on September 11, 2011 at 8:30 a.m. at Heroes Memorial Park located at 2860 Palm Coast Parkway. The event will start with a coordinated National Moment of Silence. A special presentation of colors will be presented by the Palm Coast & Flagler County Fire Departments, Flagler County Sheriff's Office and the New York Fire and Police Departments. Commemorative speeches and a musical presentation from the Flagler Youth Orchestra will follow. Circuit Court Judge Zambrano will play taps and the County's Fire Flight helicopter will perform a solemn fly-over during the ceremony.

- **'Parkview Global 5K'** to be held on September 17, 2011 from 6am to 11am at Parkview Baptist Church located 5435 Belle Terre Parkway. The 5K run is a fundraiser to help sponsor missionaries.
- **'Paws for a Cause'** to be held on September 17, 2011 from 10am to 2pm in Central Park Town Center located at 975 Central Avenue. This event is to educate responsible pet owners on nutrition, immunization, spay/ neuter, and pet motels/shelters.
- **'Flagler County Great Strides: Taking Steps to cure Cystic Fibrosis'** to be held on September 24, 2011, from 12pm to 9pm at Central Park in Town Center is an event for the family with a walk, entertainment, and vendors to help raise money for Cystic Fibrosis.
- **'4th Annual City of Palm Coast Intracoastal Waterway Cleanup Event'** to be held on September 24, 2011, from 8am to 1pm with festivities commence and ends at Holland Park which includes food, fun and prizes at noon. The event utilizes a Florida Inland Navigation District (FIND) grant to support event resources. Volunteers are encouraged to pre-register through the City's website to ensure reservation of event cleanup supplies.



MEMORANDUM

TO: Jim Landon, City Manager
FROM: John C. Moden, P.E., City Engineer
DATE: September 1, 2011
RE: **Engineering & Stormwater Department**
Week in Review for August 25 through August 31, 2011

- **Total Aquatic Weed Control on Freshwater Canals** - Treated London, Wynnfield, Eisenhower, Easthampton, Rippling, Belleaire, Walker, and Pine Grove Waterways, Crandell Cove, Fentress Channel, Wood Pond, Barrister Stream, Parkview Stream. Total treated this week 103.4 acres and 9 structures, total treated to date 2,662.7 acres.
- **R-1 Grant Project Water Control Structure** – Permit exemption received from SJRWMD, FEMA approved project for \$411,810 with a Federal share of \$308,858, and the City share of \$102,952. Coordinating with Flagler County to obtain construction and maintenance easement where structure encroaches on Lehigh Trail lands. Had a registered land surveyor survey the easement location.
- **Stormwater Ordinance Utility Analysis/Recalculations** - Commercial accounts, vacant land parcels, and Town Center are 100% complete. Continuing the work on final review of calculations. Received from GIS Department a list of all non-calculated parcels within the service area and have begun calculating these parcels (approx. 300-350). Total parcels calculated this week were 34.

Stormwater Model and Master Plan – (Project 100% complete) Continuing the phased development of a City wide stormwater model and management master plan for Sections 31 & 37. Staff and Consultant presented findings and recommendations to City Council on 8-30-11. Consultant is Singhofen & Associates, and the cost for this phase of the project is \$62,850.00. Project schedule completion date was August 19, 2011.

- **Stormwater Facility Plan Update** – Staff is continuing work on a preliminary outline to update the Stormwater Facility Plan. Obtaining information from all other City departments for their input for this plan update. Completion for updated plan is Sept. 2011.
- **Drainage Ditch Relocation & Pipe Replacement at 139 Bridgehaven Drive** - Staff has surveyed, designed, obtained a Temporary Construction Easement from the adjacent property owner, and coordinated the relocation of the drainage ditch with Public Works Department. Public Works is scheduled to begin work 9-6-11.
- **Identifying Redundant Street Lights Program** - (Project is 80% complete) Staff is currently looking at the data and performing field verification to identify areas where there are redundant street lights to prepare a list of light poles and equipment which could be removed and be a cost savings for the City.

SURVEY TASKS:

- Surveyed 1 residential swale plan location
- Set 4 bench mark locations
- Surveying for swale rehab project on: Point Pleasant Drive, Crompton Place at Clubhouse Drive, and Post View Drive.
- Surveyed at 17 & 68 Radcliffe Drive for pipe replacements
- Surveyed Point Pleasant Drive & Porcupine Drive for a valley gutter installation
- Surveyed the Children's Memorial Park to locate all points existing (i.e. benches, trees, pavement, paths, pavers) for placement of future memorial sites.

ENGINEERING REVIEW TASKS:

- Right-of-Way Permits – 13 reviews
- Project reviews – 7 reviews

DESIGN WORK PERFORMED:

- Residential Driveway Swale Plans – 5 designed
- Pipe crossing design for Public Works – 5 designed
- Valley gutter design for Public Works – 2 designed
- Swale Rehabilitation Projects (*Surveyed and designed*)
 - Cole Court, Cole Place, & Crompton Place – 80% complete
 - 179 Point Pleasant Drive – 100% complete (1,600 LF)
 - 67 Post View Drive – 100% complete (540 LF)
 - Flynn Way watershed – 25% complete

CUSTOMER SERVICE:

- 1 - Canal work order
- 2 – Interdepartmental support work orders

ENGINEERING SUPPORT TO OTHER DEPARTMENTS:

- **Community Development Department**

1. S.Bombardier assisted B.Butler with FPL easement drawings.
2. J Bostwick assisted C Cote with Belle Terre Multi Use Path

- **Public Works Department**

1. D.Schrager assisted with the completion of the drainage installations at Central Park.
2. D.Schrager assisted with a drainage issue on Floyd Ct, area to be rehabilitated.

- **GIS Department**

D.Schrager assisted with the mapping of the stormwater calculations map

- **City Manager's Office**

J Bostwick assisted M Lidskin with planning for Parkview Baptist Church City of Palm Coast Employee Appreciation Breakfast

SPECIAL TRAININGS/MEETINGS

M Brennan attended a FEMA Mitigation Grants Workshop in Kissimmee.



Fire Department

To: Jim Landon, City Manager

From: M. C. Beadle, Chief

Date: September 1, 2011

Re: Week in Review

In the past week, the Department responded to 138 calls. There were six fire related calls, 108 rescue and EMS calls logged and the balance was miscellaneous in nature. The drought index is at 442 out of a possible 800 and the fire danger level is very high.



INFORMATION TECHNOLOGY & COMMUNICATIONS

TO : Jim Landon, City Manager
FROM : James Majcen, IT&C Director
DATE : 9/1/2011
RE : Week In Review

FIBERNET

- Operations Division is preparing to turn up a new client on SR 100 (scheduled for 9/2). This is another client outside of the City limits. This connection demonstrates the far reach of Palm Coast FiberNET and the partnerships that we share within Flagler County.
- Operations Division is currently analyzing the feasibility of a prospective client on Commerce Blvd. As these new customers inquire about service and are connected, our client base is nearing the 50-client milestone.

DEPARTMENT SUPPORT

Enterprise

- Applications Division completed and launched the website for the Business Assistance Center (<http://palmcoastbac.com>) (BAC) including online registration and payment for the "Business To Business Expo".
- Applications Division created a web page and homepage graphics for the upcoming "Cause for Paws" event (<http://palmcoastgov.com/Resident/Paws/>).
- Applications Division created a web page for the upcoming "Seafood Fest" (<http://palmcoastgov.com/Resident/SeafoodFest/>)
- Applications Division created a web page for the upcoming "Pink Army 5K Run" (<http://palmcoastgov.com/Resident/PinkArmy/>)
- GIS Division completed coordinate geometry (cogo) for 4 legal descriptions and digitized/attributioned 11 other easements for inclusion in the Land Rights Project.
- Applications Division installed upgrades to Munis that helped resolve outstanding bugs/issues left from the last major upgrade.
- Applications Division assisted in switching the CDPlus faxing service to a hosted service. This switch will allow us to remove some outdated hardware as well as save costs on software maintenance.
- Operations Division has moved the department's work order database, Track IT to a better server. This move will increase the new version's performance and free up network resources that were inefficiently utilized by the old server.
- Operations Division has activated the auto lock/unlock features of the restrooms at Waterfront Park and Seminole Park. Within the next week, the timers will also be set and then these remote sites will be locked/unlocked according to the times set by staff. This activation is a great cost savings to the project that cuts down on the number of trips that an employee will have to make to these sites for access purposes.
- Operations Division Windows 7 desktop upgrade is nearing completion with only the Utility Dept left to upgrade.

Fire

- GIS Division attended the Communications Committee Meeting in support of COPC Fire Department's participation in the current regional interagency cooperation efforts.

Engineering & Stormwater

- GIS Division has continued to support stormwater and finance staff with the re-calculations of parcels as per the new stormwater ordinance; staff has further geofit & digitized 1 stormwater as-built.

Utility

- GIS Division completed Quality Control (QC) of 4 residential annexation agreements for water.

PUBLIC SUPPORT

PCMA-TV199

- Edited/distributed/aired promotional video for the upcoming Labor Day Weekend "Fireworks and Picnic in the Park" event on Sept. 4th, in Town Center.
- Finalized script and initiated videotaping of segments around City offices and in the field for Customer Service Week recognition video.
- Staff continued the preparation and coordination of video elements for Matanzas Football game coverage this fall.
- Performed first of the month preparations, postings, and scheduling of multiple (approx. 60) Facebook entries for the month of September.
- Initiated scripting and pre-production elements for Waterway Cleanup promo.
- Posted and updated the following City news and announcements to TV199's ticker tape service and/or electronic bulletin board:
 - Election information-early voting and locations
 - Cause for Paws event
 - Movies in the Park /BAC Online
 - Cardio Tennis /New Teen Zone
 - Offices Closed Labor Day
 - City Budget Hearing date.



Recreation & Parks

To: Jim Landon, City Manager
From: Luanne Santangelo, Parks and Recreation Director
Date: August 12, 2011
Re: Week in Review

ATTENDANCE:

*** FRIEDA ZAMBA SWIMMING POOL:**

Attendance from August 26-September 1 = 845. Of the 845 guests, 225 were daily drop-ins; 139 were pool members; 471 swim team members; and 10 were guests with a group and/or scheduled party.

	08/26/11	08/27/11	08/28/11	08/29/11	08/30/11	08/31/11	09/01/11	
	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	
Daily Drop ins	6	97	50	23	16	25	8	225
Pool members	10	29	16	24	17	22	21	139
Swim Teams	74	0	0	52	63	109	173	471
Group reservations	0	0	0	0	0	10	0	10
Swim lessons	0	0	0	0	0	0	0	0
Rentals-Private	0	0	0	0	0	0	0	0
	90	126	66	99	96	166	202	845

2 pool memberships were sold this past week.

*** COMMUNITY CENTER:**

Attendance from August 26-September 1 = 152 guests

*** FACILITY RESERVATIONS:**

Reservations from August 26-September 1 = 36

Facility users included –FC United Soccer, Flagler Premier Soccer, Palm Coast Parks and Recreation, Matanzas High School and Flagler Palm Coast High School Swim teams; Big Diamond Baseball and individual residents.

CHILDREN'S MEMORIAL GARDEN:

Staff coordinated the installation of 10 memorial pavers that were placed on Monday, August 29 and Thursday, September 1. As of September 1, 29 families have placed memorial pavers within the walkway of the Children's Memorial Garden.

Staff is currently assisting 4 families with the purchase of memorial pavers.

UPCOMING EVENTS & ACTIVITIES:

Movie in the Park – September 9, 2011 at Central Park; Dusk. “*Soul Surfer*”

Frieda Zamba Pool Specials – See attached flyer for special days being held at the pool

Teen Zone – The Palm Coast Parks and Recreation Department will host an afterschool Teen Zone at the Buddy Taylor Middle School. With the earlier release time the Teen Zone will allow those students to remain at school and participate in various activities. The Teen Zone will also give parents piece of mind that their child(ren) is in a safe environment. (Indian Trails Middle School will host an extended day for students at their school).

Family Fun & Safety Day – The Palm Coast Parks and Recreation Department was invited to participate in this event hosted by Florida Hospital Flagler. In support of FHF's Change Your Life campaign, we are planning “Healthy Trails with Parks and Rec.” along the new pathway surrounding the Hospital. Fitness stations will be provided that will demonstrate simple exercises that can be performed to help individuals and families achieve health and wellness goals.

Halloween Boo Bash – In partnership with Wadsworth Elementary School, the Halloween Boo Bash will be held on Friday, October 28, 2011 at Belle Terre Park from 6-8pm. The event will include a costume parade & contest; games; food; rides and lots of spooky fun.

Seafood Fest – Staff is in the midst of planning activities for the upcoming Seafood Fest being held on November 5-6, 2011.

Adult Kickball League – The game we all played and enjoyed as kids is now an organized league. Beginning in October, registration is now being accepted for the Kickin' It with Parks & Recreation Adult Football League. Each team will play a minimum of 6 league games with a single elimination tournament at the end of the season. Start gathering your friends and family members to form your team today.

Adult Athletics – Registration is now being accepted for our adult basketball and volleyball programs. Held at the Indian Trails Middle School, adult athletics is a drop in program for those ages 18 & up. Programs begin the week of September 12. Register today.

Women's Self Defense Class – Instruction provided by Corporal Lutz of the Flagler County Sheriff's Office. Women will learn effective methods to ward off an attacker. This class is perfect for those individuals wanting to learn how to better protect themselves. Ages 12 years and above. Class begins on Thursday, October 13 and is held on Thursday nights from 6-8pm.

The class is free but pre-registration is required.

Discover Trips – September 25, Alhambra Dinner Theater featuring "Lend Me a Tenor" starring Jamie Farr. \$65/person and includes round trip transportation, buffet lunch and show ticket. Registration Deadline-September 9.

October 19, Kennedy Space Center Tour and Imax Theater presentation. All registered participants will receive 2 free passes to return on a day of their choosing. \$65/person and includes round trip transportation, bus tour, Imax Theater, Shuttle Launch Tour and 2 free passes. Registration Deadline-October 3.

November 12, Beauty & the Beast at the Times Union Center. Participants will enjoy the romance and enchantment of Disney's Beauty and the Beast musical. \$93/person and includes round trip transportation and show ticket.

Pack the Pool Days!



August 19th

TEEN Dive In Movie

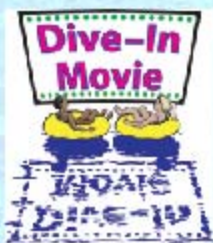
7:30 pm- 10:30 pm

Join us for the first ever **TEEN** Dive In Movie! This **FREE** activities is for youth 13 years or older.

The Feature movie

Pirates of the Caribbean:

At Worlds End



September 3rd, 4th, 5th

"Kick-In" to Fall

Call for holiday hours

Support your favorite athletic team by wearing a team logo t-shirt or jersey and get in for a

\$1.00



September 18th

National Talk Like a Pirate Day

Calling all Matey and lasses!! Join us as we Celebrate National Talk like a Pirate Day. Talk like a pirate and get into the FZ Pool for a **\$1.00**. Dress like a pirate and get into the pool for **FREE**.

Don't forget to participate or you might be walking the plank! Arrr!

For more information call 386-986-4741

August 20th

Back To School Bash

10:30 am-7:30 pm

Bring school supplies to the Frieda Zamba Pool and get in for **FREE**! All supplies will be donated to **STUFF THE BUS**

September 10th

Honoring our Military, Firefighters, & Police Officers

All firefighters, police and military personnel will get in for **FREE** with proper ID.





Memorandum

To: Jim Landon, City Manager
From: Richard Adams, Public Works Director
Date: September 1, 2011,
Re: Week in Review

- The 2011 resurfacing project is 100% complete. Working on punch list before final payment.
- Graded 2,980 feet of swales for the Country Cove Swale Rehabilitation project. Utility crews continued to adjust and relocate water meter pits in ahead of swale crew.
- Indian Trails soccer/lacrosse field project is 100% complete. The sod growth is being monitored and maintained during this critical establishment period.
- The average water demand for the week was 7.447 million gallons per day; wastewater average flow was 4.678 million gallons per day.
- This week 197 utility customers were shut off for non-payment.
- Installed five new domestic meters and two new pep tanks.
- Unidirectional flushing to clear water mains of sediment continued in and around Universal Trail area.
- Emergency Interconnect with Bunnell Project – Contractor flushed, chlorinated and pressure tested the line. The samples were taken and we are awaiting the results and DEP approval to activate.
- Whiteview Force Main and Pump Station Upgrades Project - New top slabs were placed at Pump Station 30-1 (Raintree Court). Preliminary as-built engineering drawings for the new force main were reviewed and approved by City staff.
- Inflow/Infiltration Crew cleaned 2,600 feet and inspected via CCTV 5,803 feet of gravity sewer pipe, replaced 13 clean out caps.
- Mowing the “K”, “LL”, “Z”, “B”, “P”, “R” and ”F” sections. Mowing Belle Terre Parkway, State Road-100, Royal Palms Extension, Pine Lakes Parkway North and South, Matanzas Woods Parkway, Palm Harbor Parkway, Lakeview Drive and U.S.-1.
- Performing site distance trimming in the “F”, “W” and “B” sections.
- Responded to several emergency call-outs from the Sheriff’s office regarding down trees from high winds that were storm-weather related. Also removed 2 large pine trees on Palm Coast Parkway at Fairways Circle, removed debris and restored the site.
- Repaired 120 linear feet of edge of roadway in section “C”.
- Graded 6,521 feet of swales for Stormwater work orders, cleaned 57 culvert pipes and screened 500 cubic yards of dirt to recycle.
- Performed 158 right-of-way inspections.
- Ditch crew worked in the “W” section, sprayed 2.47 acres of ditch and mowed 5,763 linear feet.
- Inspected 2000 feet of sidewalk and playground equipment in all parks.
- Completed 13 facility work orders.
- Installed 3 Neighborhood Watch signs for the Sheriff’s office in the “B” and “P” sections. Continued working with the Sheriff’s office regarding message boards used for 1st week of school traffic control.
- Inmate crews mowed and weeded 13,238 linear feet of ditch in the “W” and “BL” sections.



**CITY OF PALM COAST
OFFICE OF THE CITY MANAGER
NEWS RELEASE/PUBLIC NOTICE**

August 29, 2011

CITY OFFICES CLOSE FOR LABOR DAY HOLIDAY

The City of Palm Coast offices will be closed on Monday, September 5th to commemorate the Labor Day holiday. City offices will open again on Tuesday morning, September 6th at 8:00 a.m.

Trash and recycling pick up schedules will remain as normally scheduled. The Frieda Zamba swimming pool will also be open according to the following schedule:
Saturday, September 3rd – 10:30 a.m. to 6:00 -m.
Sunday/Monday, September 4 & 5 – noon to 6:00 p.m.

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**CITY OF PALM COAST
OFFICE OF THE CITY MANAGER
NEWS RELEASE/PUBLIC NOTICE**

August 29, 2011
Contact: Lisa Gardner
Events Coordinator
City of Palm Coast
386-986-2341

FOOD, FUN AND FIREWORKS ON SEPT. 4TH – FREE!!

Stay in Palm Coast over Labor Day weekend for a Sunday of fabulous fireworks and a picnic in the park. A great day on September 4th in Central Park is planned for the entire family:

Fun: Wet ‘n Wild slide keeps you cool

DJ Music with games and prizes keeps you singing and dancing

Fishing Contests keep you smiling

Food: Tailgating your favorite bar-b-que dinner keeps you munching

Purchasing \$2 hot dogs, \$3 burger, \$2 beers keeps you satisfied knowing you’ve donated to Flagler County Rotary student scholarships

Fireworks: Spectacular displays of color and sound, right over the lake in the park, keeps you thrilled!

FREE admission and parking keeps money in your pocket

Central Park is located one-half mile north of Flagler Palm Coast High School on Bulldog Drive. See you on September 4th at 4:00 p.m.! Stay for the 8:30 p.m. fireworks!! For more information, call Lisa Gardner, Events Coordinator for the City of Palm Coast at 386-986-2341.

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**CITY OF PALM COAST
OFFICE OF THE CITY MANAGER
NEWS RELEASE/PUBLIC NOTICE**

August 22, 2011
Contact: Parks & Recreation Department
City of Palm Coast
386-986-4741

**‘KICK-IN’ TO FALL POOL SPECIAL OVER
LABOR DAY WEEKEND**

If you wear your favorite athletic team t-shirt or jersey to the Frieda Zamba Swimming Pool over Labor Day weekend, your admission is only \$1! The City of Palm Coast is celebrating a ‘Kick-In to Fall’ weekend to pack the pool with lots of guests for the holiday on Saturday through Monday, September 3rd-5th. The pool is located behind the Wadsworth/Buddy Taylor School complex. Hours are:

Saturday, September 3 – 10:30 a.m. to 6:00 p.m.
Sunday & Monday, September 4th & 5th – noon to 6:00 p.m.
Please call 386-986-4741 for more information.

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**CITY OF PALM COAST
OFFICE OF THE CITY MANAGER
NEWS RELEASE/PUBLIC NOTICE**

August 30, 2011
Contact: Lisa Gardner
Event Coordinator
City of Palm Coast
386-986-2341

FREE MOVIE IN CENTRAL PARK

The City of Palm Coast's Parks & Recreation Department and the Flagler County Schools proudly present 'Soul Surfer' on **Friday, September 9th** at sunset in Central Park in Town Center. Admission is free for this monthly event, a different family movie feature shown on a huge screen in the stage area at the main entrance to the park. Your favorite concessions will also be available to add to a really enjoyable movie experience.

Central Park is located just north of Flagler Palm Coast High School on Bulldog Drive. Plan to bring blankets, chairs and bug spray and plan to enjoy some special moments with your family. For more information, please call the City's Parks and Recreation Department at 386-986-2323.

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**CITY OF PALM COAST
OFFICE OF THE CITY MANAGER
NEWS RELEASE/PUBLIC NOTICE**

August 30, 2011
Contact: Code Enforcement Department
City of Palm Coast
386-986-3763

**NEW *CAUSE FOR PAWS* EVENT – FOR RESPONSIBLE
PET OWNERS**

All of us love our pets and want them to live long, healthy lives. Plan to spend Saturday, September 17th in Central Park at Town Center, re-establishing all you need to know about being a responsible pet owner. *Cause for Paws* is **FREE** and introduces a variety of free vet advice, education and lots of pet fun from 10:00 a.m. to 2:00 p.m.:

- **Popular local veterinarians discuss spaying/neutering laser surgery, dental care, canine obesity, heartworm/vaccinations, dog training/safety**
- **Children's Corner – games, contests, prizes**
- **Grooming tips with low cost nail clipping and brush out**
- **Adoptions of dogs/cats**
- **Low Cost Immunizations**
- **Rescue information**
- **Trappers with wildlife advice**
- **Flagler County Sheriff's K-9 Demo**
- **Meet the Breed Parade at 10:30 a.m. – the march of all your favorite breeds**

Music and refreshments will be available for everyone, including Fido and Fluffy (leashed animals only, please!) Central Park is located one half mile north of Flagler Palm coast High School at Bulldog Drive. Call 386-986-3763 for details.



CITY OF PALM COAST PRESS RELEASE/PUBLIC NOTICE

August 30, 2011
Contact: Ray Britt
Finance Director
City of Palm Coast
386-986-3725

CITY SCHEDULES 2011/2012 BUDGET HEARING

The City of Palm Coast has scheduled the following Budget Hearing:

- **Wednesday, September 14, 2011, 5:05 p.m.** - Open Hearing on the tentative adoption of the City's Millage Rate and Fiscal Year 2011-12 Budget at the City of Palm Coast Community Center, 305 Palm Coast Parkway NE.

This Budget Hearing is open to the public. A summary of the proposed budget may be found on the City's website at www.palmcoastgov.com. For more information, please contact Ray Britt, Finance Director for the City of Palm Coast at 386-986-3725.

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**CITY OF PALM COAST
OFFICE OF THE CITY MANAGER
NEWS RELEASE/PUBLIC NOTICE**

August 31, 2011
Contact: City Clerk
City of Palm Coast
386-986-3713

PRIMARY ELECTION: SEPTEMBER 13, 2011

Palm Coast residents will be heading to the polls on Tuesday, September 13th for the City's 2011 Primary Election. Eligible voters will cast ballots from 7:00 a.m. to 7:00 p.m. at the following locations:

Flagler County Library/Palm Coast Branch

2500 Palm Coast Pkwy

Palm Coast Community Center

305 Palm Coast Pkwy NE

Matanzas High School

3535 Old Kings Road

Belle Terre Elementary School

5545 Belle Terre Pkwy

Wadsworth Elementary School

4550 Belle Terre Pkwy

Former Flagler County School Building

5400 East Hwy 100

Ballot issues include the Mayoral election and a Referendum asking voters to consider changing voting years from odd to even to coincide with State and Federal elections. Absentee ballots are available by contacting the Supervisor of Elections office, 386-313-4170.

For additional election information, contact the City of Palm Coast City Clerk's office at 386-986-3713.



August 25, 2011

Contact: Joe Roy

Area Manager

Palm Coast Business Assistance Center

386-986-2499

YOU'VE GOT A NEW ONLINE RESOURCE FOR LOCAL BUSINESSES!

For several months, business owners have been walking into the new Palm Coast Business Assistance Center for free consultations on how to grow. Now they can simply go online.

A Business Assistance Center website was launched this week, a unique informational site for business start-ups, existing businesses or those looking to relocate. Aside from providing resources, training and counseling, www.palmcoastbac.com brings live interactive business blogs to visitors. Sharing real-time data, opinions and inquiries is the next progressive step for the Business Assistance Center to help local businesses prosper.

"If you're searching for one website to find information to help you with your business, www.palmcoastbac.com is for you," says Joe Roy, Area Manager for the Palm Coast Business Assistance Center. "We've developed it specifically for you, so please send us your feedback as to how it can help you be more successful." For more information, please call Joe at 386-986-2499.

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**CITY OF PALM COAST
OFFICE OF THE CITY MANAGER
NEWS RELEASE/PUBLIC NOTICE**

August 29, 2011
Contact: Parks & Recreation Department
City of Palm Coast
386-986-2323

CITY OFFERS NEW TEEN ZONE

Seventh and eighth graders will love hanging out after school together, playing games and sports, listening to music or completing homework assignments at Palm Coast's Parks & Recreation Department's new Teen Zone at Buddy Taylor Middle School. Beginning Tuesday, September 6th, teens are invited to stay after school at Buddy Taylor, from 1:30-4:00 p.m. in the school cafeteria. Guidance and supervision will be provided by Parks staff working alongside the School Resource Officers. Pre-registration is required and fees are \$23 per week. For additional information about TZ@BT, please call 386-986-2323, log onto palmcoastgov.com. or follow us on Facebook.

For those students who do not attend Buddy Taylor Middle School, the Flagler County Schools offer an After School program for seventh and eighth graders attending Indian Trails Middle School. Information for this program is available by calling 386-446-6732.

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**CITY OF PALM COAST
OFFICE OF THE CITY MANAGER
NEWS RELEASE/PUBLIC NOTICE**

August 29, 2011
Contact: Palm Coast Tennis Center
386-986-2550

**CARDIO TENNIS CLASSES WILL
IMPROVE YOUR GAME**

Tennis players can improve movement and build powerful stamina when they join a Cardio Tennis session at the Palm Coast Tennis Center. Cardio classes combine high intensity workouts with recovery drills to raise the level of play on the courts.

Cardio Tennis classes begin Tuesdays and Thursdays this fall: on Thursdays from 8:30 to 9:30 a.m. and on Tuesdays, from 6:00 to 7:00 p.m. Four week sessions fees are \$45 for members and \$50 for non-members. The Palm Coast Tennis Center is located at 1290 Belle Terre Parkway. For registration information, please call the Center at 386-986-2550.

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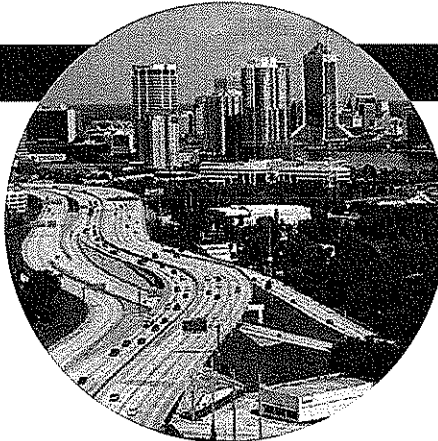
Innovate Northeast Florida

Targeting Jobs and Talent for the Future

WIP
9/11/11

The Survey

JAXUSA Partnership and the Northeast Florida Regional Council invite all residents and businesses of the seven county Northeast Florida region to participate in a survey to share their opinions about the future of our economy.



Process

THE STRATEGIC PLANNING PROCESS INVOLVES THREE STEPS.

STEP 1: Competitive Assessment

A thorough evaluation of Northeast Florida's competitive position will reveal its assets or core selling points as well as issues that currently hinder economic growth. The assessment balances in-depth economic analysis with public input received through interviews, focus groups and surveys. A Competitive Assessment Report will be delivered at the completion of Step 1.

STEP 2: Target Sub-Cluster Definition

Step 2 will identify target clusters that will be the future economic drivers for Northeast Florida. A series of analytical tools, such as cluster and shift share analysis, will be utilized to understand opportunities within the region's current industry base as well as emerging sectors that could expand and thrive in the future. A refined list of target clusters and sub-sectors will be recommended as the focus of future economic development and workforce development initiatives. Step 2 will conclude with a Target Sub-Cluster Definition Report.

STEP 3: Implementation Plans

During Step 3, an action plan will be created for each target cluster that informs JAXUSA and its stakeholders of steps to take to prepare for and grow each target cluster. Recommendations will address workforce development, community development and marketing. Step 3 will also generate an implementation calendar, task assignments and performance metrics.

Go to www.innovatenortheastflorida.com to take the survey.

The survey will take approximately 10 minutes. In addition, business managers and owners are invited to also answer a short set of questions related to business climate. The business survey follows the resident survey and will take another 5-10 minutes to complete.

All survey responses will be aggregated and held in strict confidentiality. The consulting team is the only entity that will view responses. No individual surveys will be shared with any parties outside of the consulting team.

The survey deadline is October 1, 2011.

A summary of the survey results will be posted on the project website in November 2011.

Project Funding

Funding for Innovate Northeast Florida was provided by these generous organizations:



WORKSource
Partners in Workforce Development

Consultants



Specialists in economic research, target cluster analysis, and workforce and economic development strategies. Based in Austin, Texas, Avalanche's principals have a combined 30+ years of experience crafting plans, creating jobs and investments for communities across North America and Europe.



A national site selection firm that assists national and international corporations with evaluating expansion and relocation opportunities. MSC uses a dynamic and open process, coupled with the latest geographic information system (GIS) technology to assist our clients with selecting the optimal location for their facilities.



A national non-profit organization based in Chicago that creates and manages effective learning strategies through partnerships with employers, higher education, the public sector and labor. CAEL works to remove organizational barriers to learning, streamline career and education pathways, and align workforce development activities around the needs of economic development target audiences.

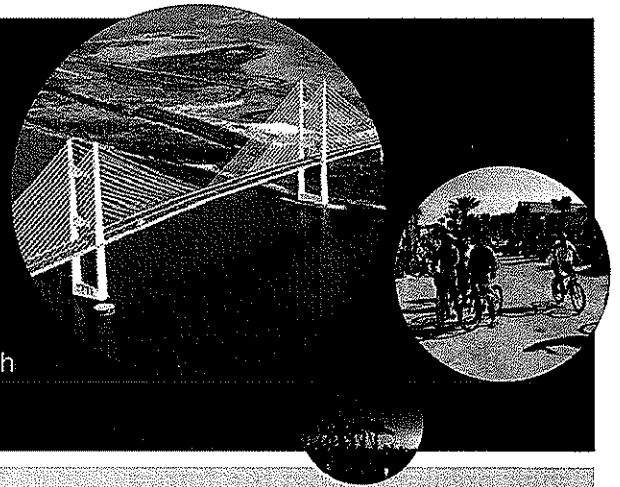


Brings together the people, the institutions and the financing that build the future. From creating public/private partnerships and consulting on economic development issues to building governmental relationships, IGS has the proven expertise to achieve objectives to the benefit of all parties involved. IGS is headquartered in Jacksonville, Florida.

Innovate Northeast Florida

Targeting Jobs and Talent for the Future

Within this flyer you will find information about Northeast Florida's new economic development initiative, Innovate Northeast Florida. The 9-month planning process will align economic development and workforce development activities around a single strategy aimed at stimulating economic growth and prosperity across our region.



The strategies resulting from the study will lead to our region's most targeted economic development initiative yet. It will rally leaders from business, education and government in support of a focused set of industry sectors whose investment in Northeast Florida will spark economic growth across all seven counties. As a result, we will further advance as a global destination for business.

We want to hear from you! To ensure that Innovate Northeast Florida represents the vision of all residents of our region, we encourage you to voice your opinion on our future economy by participating in a brief online survey. Go to www.innovatenortheastflorida.com to get started. The deadline for completing the survey is October 1, 2011. Please visit this website regularly for project news and reports.

About the Strategy

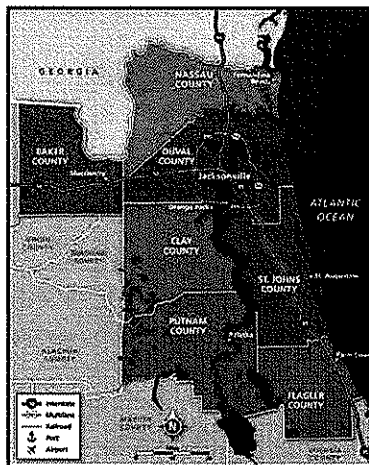
JAXUSA Partnership, formerly known as the Cornerstone Regional Development Partnership, and the Northeast Florida Regional Council have taken the lead role in the Innovate Northeast Florida strategic planning process. The JAXUSA Partnership and Regional Council have engaged a team of national consultants to help facilitate strategy, including Avalanche Consulting, McCallum Sweeney Consulting, the Council for Adult and Experiential Learning and Infinity Global Solutions.

The Innovate Northeast Florida strategy will take nine months to complete and will result in three in-depth reports:

- SWOT Analysis – providing a detailed evaluation of our region's competitive strengths and areas for improvement
- Target Sub-Cluster Definition Report – containing detailed profiles of each target cluster and sub-cluster
- Target Implementation Plans – recommending specific community development, workforce development, business development and marketing actions for each target audience, including a timeline, budget and metrics

JAXUSA Partnership is a regional economic development partnership comprised of almost 200 top private sector investors in Northeast Florida in partnership with the Jacksonville Regional Chamber of Commerce, JEDC, JEA, JAXPORT, JAA, JTA, WorkSource and the regional county partners – Baker, Clay, Duval, Flagler, Nassau, Putnam and St. Johns counties. JAXUSA'S purpose is to facilitate the creation and retention of quality jobs and significant capital investment, resulting in a higher standard of living and better quality of life in Northeast Florida.

Northeast Florida Regional Council (NEFRC) is a dynamic network of local governance, serving seven counties – Baker, Clay, Duval, Flagler, Putnam, Nassau and St. Johns – and their 27 municipalities. NEFRC's organization provides visionary leadership and coordination between counties and governmental agencies to preserve and enhance the quality of Northeast Florida's natural, man-made, economic and social environment.



The strategic planning process began in July 2011. The strategy will be finalized in March 2012 and presented to the public in April 2012.



2251 Lucien Way
Suite 320
Maitland, FL 32751
Tel 407-215-5520
Fax 407-215-5536

Diane Pickett Culpepper
Vice President
Public Affairs & Government Relations

WIP
[Signature]



August 26, 2011

Mayor and Council Members
City of Palm Coast
160 Cypress Point Parkway, Suite B106
Palm Coast, FL 32164

VIA FEDERAL EXPRESS

Dear Mayor and Council Members:

This is to advise you of programming changes and information for Bright House Networks customers.

In furtherance of our commitment to bring new technology and advanced digital services to your community, Bright House Networks continues to implement a new digital video delivery technology known as **Switched Digital Video (SDV)**. SDV is a robust bandwidth management system that makes it possible to offer more digital programming services than before including new HD and 3D channels.

Beginning on or after **October 11, 2011**, the following new channels will be delivered on the SDV system:

- **InfoMás HD**, channel 1211 and 1900
- **Gospel Music Channel HD (GMC HD)**, channel 1317

When delivered on the SDV system, these channels will become a bi-directional (or two-way) service and will be available to all Bright House Networks customers who subscribe to our digital services and lease a digital converter or similar bi-directional device capable of supporting two-way services.

However, the above channels will not be available to customers with a uni-directional (one-way) retail device who currently lease a CableCARD from Bright House Networks. This small number of impacted customers have been notified directly about the changes and offered the option of obtaining a digital converter or similar bi-directional equipment from Bright House Networks. In either case, such customers will not need to replace their uni-directional retail device.

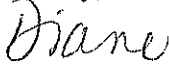
City of Palm Coast
August 26, 2011
Page Two

Other Programming Information:

From time to time our agreements with cable channels and television stations come up for renewal. While we do not anticipate any loss or disruption of service, regulations require us to notify you of the possibility of losing programming. Therefore, please be advised that our agreements with *AmericanLife TV Network, Antenna Satellite, BBC America, Channel One Russia, Current TV, E!, Encore, Encore Action, Encore Drama, Encore Family, Encore Family West, Encore Love, Encore Mystery, Encore West, Encore Westerns, ETTV-Super, The Filipino Channel, FUSE, GOLF Channel, MoviePlex, NHL Center Ice, NHL Network, Ovation, Sprout On Demand, Style, Starz, Starz West, Starz Cinema, Starz Cinema West, Starz Edge, Starz Edge West, Starz in Black, Starz in Black West, Starz Kids & Family, Starz Kids & Family West, TV Japan, TruTV, Zee TV* and *Zap2It* remain in effect on a month-to-month basis, but we may have to cease carriage in all formats if our authority to continue is withheld.

If you have any questions, please contact me or Joe Cordaro, Senior Director/General Manager of Operations for your area. Information on our services is available on our website at www.brighthouse.com.

Sincerely,



Diane Pickett Culpepper

cc: Jim Landon, City Manager
Joe Cordaro, Bright House Networks