



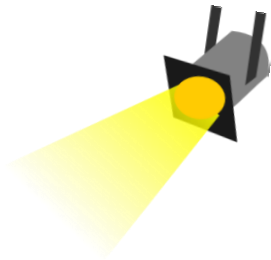
9/13/2019

City Manager's

WEEK-IN-REVIEW

in the

Spotlight



Intracoastal Waterway Cleanup

It was a success! The City's 12th annual Intracoastal Waterway Cleanup Event saw over 300 Palm Coast residents, including Council Member Bob Cuff, scattered amongst many local parks and recreational hot spots, picking up trash and garbage left behind by others. Small and large groups, including a local Girl Scout troop, their third year in a row, did their part to keep our parks and waterways clean and free of trash. Prizes were offered for most unique FIND and most trash collected. In total, volunteers collected 1,105 pounds of trash at this worthwhile event. For more information, see the News and Notifications link below.



Council Member Bob Cuff and Friends (above)

Girl Scout Troop 2160 (below)



Announcements



Friday, September 6 thru Sunday, September 15

Various Locations

(Click [HERE](#) for information)



Friday, September 13, 7:50pm

Central Park at Town Center



Tuesday, September 17, 5pm

Central Park at Town Center

Next Week:

- *Tuesday, September 17, 9am, City Council Business Mtg, City Hall – Community Wing*
- *Tuesday, September 17, Planning & Land Development Regulation Board Mtg, -CANCELLED*
- *Wednesday, September 18, 5:05pm, City Council Special Budget Mtg, City Hall – Community Wing*

Attachments

- Administrative Services & Economic Development Department Update
- Public Works Department Update
- Community Development Department Update
- Fire Department Update
- Parks & Recreation Department Update
- Utility Department Update
- Engineering & Stormwater Department Update

News & Notifications

- Intracoastal Waterway Cleanup Event
<https://www.palmcoastgov.com/newsroom/2019/9/7/4493/nearly-300-people-take-part-in-12th-annual-intracoastal-waterway-cleanup>
- Next Century Cities News Release
<https://www.palmcoastgov.com/newsroom/2019/9/9/4495/palm-coast-florida-joins-gainesville-lakeland-and-martin-county-florida-as-next-century-cities-leader-for-high-speed-internet>
- Lauren Johnston Parks & Rec Director
<https://www.palmcoastgov.com/newsroom/2019/9/10/4498/lauren-johnston-named-parks-and-recreation-director>
- Matthew Mancill Public Works Director
<https://www.palmcoastgov.com/newsroom/2019/9/10/4497/palm-coast-hires-matthew-mancill-as-director-of-public-works>
- Don Kewley Chief Innovation Officer
<https://www.palmcoastgov.com/newsroom/2019/9/12/4500/meet-don-kewley-chief-innovation-officer-for-the-city-of-palm-coast>
- Michael Schottery Communications Officer
<https://www.palmcoastgov.com/newsroom/2019/9/12/4501/michael-schottery-leads-city-of-palm-coast-communications-division>
- Hurricane Dorian Informational Releases (21 attached)

Communications

Weeks before anyone had Hurricane Dorian on their radar, the Communications Division met with Fire Captain Thomas Ascone (who serves as the City's Emergency Management Coordinator) and developed an Emergency Communications Plan as part of the division's overall Strategic Communications Plan. So, when it was time to put that plan into action, the team was ready.

Part of that plan involves coordination. The City Communications staff worked as closely with peers at the County, Schools, Sheriff's Department and Fire Department than they've ever worked before. The team also sat in on high level meetings so they could serve as a direct line of contact between decision makers and the citizens they serve. Perhaps most importantly, communications worked hand-in-hand with Customer Service to ensure that concerns were heard and that consistent issues were communicated to the public.

We're grateful for all of the valuable partners in that coordination process because this team could not have done it alone!

The other important piece of the plan was a direct storytelling campaign which put our Mayor, Chief Jerry Forte, City Manager Matt Morton and other important public servants in front of the City through videos, interviews, pictures and more. Just as importantly, the team showcased that every City employee was working hard preparing for the storm—putting a face and actions to the City's message of readiness. We showed rather than told.

The response was tremendous, both internally and externally, with a large outpouring of thanks from citizens that was highlighted in last week's Week in Review. You can see more about our media coverage a few pages forward.

Since Hurricane Dorian, the Communications Team has begun work wrapping up the Fiscal Year 2019 with budget items and preparing for next fiscal year's divisional reorganization. We have also started a campaign to highlight recent hires, putting a face to the hard work being done every day around City Hall (an echo of the plan during the Hurricane).

City Clerk

- Processed 4 public records requests.
- Processed 4 litigation documents.
- Prepared and processed 37 documents for recording.
- Prepared 2 agenda items.
- Prepared 4 proclamations.
- Prepared and posted 3 agendas to the website.
- Completed 1 Proof of Life document for a citizen.



Purchasing Division

Status	Ref. #	Project
Pending	RFSQ-CD-19-56 / ITB-CD-19-56	Palm Harbor Golf Clubhouse Upgrades Project
Pending	ITB-UT-19-95	EMERGENCY SUPPLY of Replacement PEP Pumps
Open	ITB-CD-19-77	Street Resurfacing 2019
Open	RFSQ-CD-19-59	Traffic Engineering Services
Open	ITB-UT-19-85	EMERGENCY Water and Wastewater Construction Services
Open	RFSQ-CD-19-63	Storm Pipe Inspection Services
Open	ITB-PW-19-92	Concrete 4,000 PSI with Fiber Mesh
Open	ITB-UT-19-89	EMERGENCY Installation of Replacement PEP Tanks
Open	RFP-ADM-19-91	Disaster Financial Recovery Consultant
Open	ITB-UT-19-90	EMERGENCY Replacement PEP Tanks
Open	RFP-ADM-19-93	Disaster Monitoring
Evaluating	RFS-IT-19-50	A P3 (Public-Private-Partnership) for use of a City-Owned Fiber-Optic Network
Evaluating	RFSQ-CD-19-62	Geo-technical and Laboratory Services
Evaluating	ITB-UT-19-73	Underground Utility Locating Services
Evaluating	RFSQ-CD-19-70	City Wide Civil Engineering Services
Evaluating	ITB-UT-19-72	Laboratory Analysis Services
Evaluating	ITB-UT-19-74	Testing of Revenue and Well Meters
Evaluating	RFSQ-CD-19-80	Minor Pipe Services
Evaluating	RFP-CD-19-86	Building Inspection and Plans Reviewer Services
Evaluating	ITB-UT-19-84	EMERGENCY Tank Trucking of the Wastewater Collection System
Evaluating	ITB-UT-19-88	High Calcium Bulk Quicklime
Evaluating	ITB-UT-19-76	Chemicals for Water Treatment Plants
Completed	RFSQ-CD-19-58 / ITB-CD-19-58	Trenchless Pipe Rehabilitation Services

PUBLIC WORKS – Director Matthew Mancill



Repairing traffic signal after Hurricane Dorian – US 1 & Belle Terre Pkwy



Fertilizing medians
Palm Coast Parkway West



Washout repair
Belle Terre Pkwy



Debris cleanup after
Hurricane Dorian



Repairing street sign - Lake Placid Lane



Pouring concrete sidewalk for new PW trailer

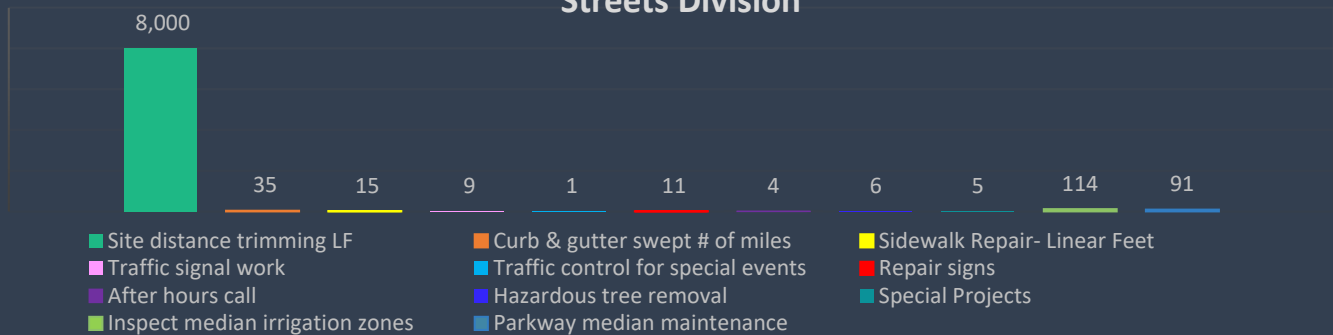


Pothole repair – Laramie Dr



Repairs to irrigation system
Palm Coast Pkwy

Streets Division

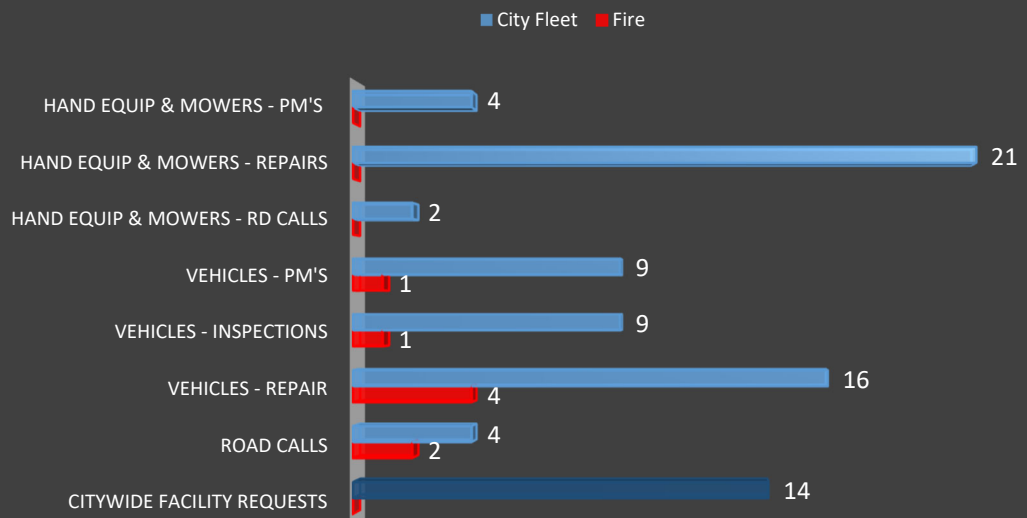


Pressure washing entrance sign
Waterfront Park



Repairing brakes on City vehicle

Facility & Fleet Service



COMMUNITY DEVELOPMENT – Jason DeLorenzo, Chief Development Officer

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

Commercial Permits Applied			
4835 Palm Coast Parkway NW	O'Reilly's Auto Parts	Mike Berry Construction	\$885,000
60 Memorial Medical Parkway	Interior Renovations - Operating Room #7	Danis Construction	\$500,000
5284 State Hwy 100 E	Site Development - Culvers Restaurant	Campbell Construction	\$367,117
Commercial Permits Issued			
21 Old Kings Road N B209	Interior Renovations -Eldredge & Davis PA	Ideal Homes at Palm Coast	\$8,000
Occupancy Permits Issued			
1 Hargrove Grade Bldg. B Suite 1	Mental Health Counseling	Cynthia Hairston	
46 Ryecliffe Drive	Monteiro Family Day Care	Moises Silveira	
Construction value improvements from October 1, 2018 to date			\$341,057,228
Residential Single Family / Duplex Residences			40

Environmental Intern

This week, staff received a thank you letter from our summer Environmental Intern, Christopher Caschera, as he ends his internship with the City of Palm Coast. Christopher, a Palm Coast native, obtained his undergraduate degree from the University of South Florida in Tampa. He specialized in wetland environments in college and we put that experience to work this summer as he provided support to the environmental team in many areas. For instance, he assisted in setting up an observation station at a local conservation easement, participated in probing wetlands for hydric soils, and was an essential member of the Floodplain Management Team, just to name a few. Christopher's thank you note is referenced to the right.

Denise,

As my time at the City comes to a close, I would like to thank you for the opportunity to work here among everyone. This internship has been one of the best experiences of my life. Waking up every day to go to work was actually the highlight of my day. I always got to learn something new: from my endless questions to shouting out interesting facts at you. Moreover, you gave me confidence in my work. Till this internship, I never thought my writing was good enough scientifically. You have helped me be a better writer and communicator.

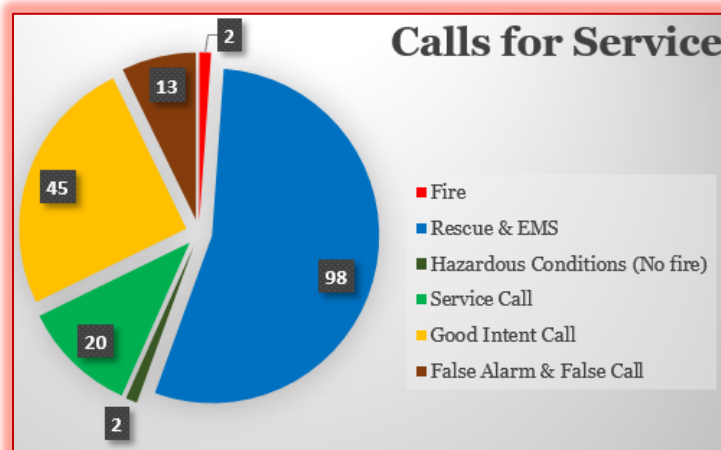
Because of this internship, my world has expanded. I never knew all the opportunities for me till I came here. You have been a great mentor to me by noticing my strengths and things I need to improve. Thank you for helping me along the way.

I hope my legacy here is one of good memories and fun. Thank you for giving me a chance.

Best wishes,

Christopher Caschera

Summer 2019 Environmental Intern



GUIDANCE

Tip of the Week:

Suicide Awareness – This is National Suicide Awareness Week. A suicidal person may not ask for help, but that does not mean that help is not wanted. People who take their lives do not want to die—they just want to stop hurting.

Suicide prevention starts with recognizing the warning signs and taking them seriously. If you think a friend or family member is considering suicide, you might be afraid to bring up the subject. Talking openly about suicidal thoughts and feelings can save a life.

“PSA – “National Suicide Prevention Lifeline PSA”

<https://www.youtube.com/watch?v=4YdllPRW5d4>

Volunteer Intern

“Become a Volunteer”

<http://www.palmcoastgov.com/government/fire/volunteer>

Register for Basic First Aid & CPR or Healthcare Provider:

<http://www.palmcoastgov.com/government/fire/cpr>

COMMUNITY OUTREACH

Basic First Aid & CPR:

September 28	7 openings
October 12	8 openings
November 23	12 openings
December 21	12 openings

Healthcare Provider:

November 9	8 openings
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DEPARTMENT ACTIVITIES

Volunteer Firefighter Intern applicants and students have 68 Ride Along hours over the past few weeks.

This week the Palm Coast Fire Department returned to normal operations following Hurricane Dorian. There was much to celebrate in the way of accomplishments. Katelyn Douglas completed her 12-month probationary test out! The Director of the State Fire Marshal Office visited the department to celebrate our accomplishments & initiatives toward cancer & mental health prevention. Our Honor Guard and Retired Battalion Chief Petrillo participated in the Palm Coast Elks 9/11 Ceremony. Captain Holmes has been working with the Sheriff's Office on threat assessments of our schools.



Congratulations to Firefighter Katelyn Douglas on completing her 12-month probationary test out!

HIGHLIGHTS

Flagler Schools Threat Safety

Palm Coast Fire Department collaborated with Flagler County Sheriff's Office (FCSO) and Flagler Schools to update the security survey for, Flagler Palm Coast High School, Matanzas High School & Old Kings Elementary School. We appreciate the great relationship we have to keep our schools safe.



Captain Randy Holmes as Fire Department liaison for the Flagler School Threat Assessment Team

State Fire Marshal Visit

The Palm Coast Fire Department was honored to host the Director of Florida State Fire Marshal Office - Director Julius Halas. Director Halas joined us for a tour, to break bread & celebrate our department's accomplishments in firefighter cancer prevention, including the first clean cab fire engine in north Florida.



State Fire Marshal Director Julius Halas & Engine 21 celebrate Palm Coast having the first clean cab fire engine in north Florida.

We Remember 9/11

To commemorate the 18th Anniversary of 9/11 the Honor Guard presented the colors at the Palm Coast Elks 2709 annual 9/11 memorial. Retired Battalion Chief Ron Petrillo represented our department in the presentation of the memorial wreath.



Palm Coast Fire Department at the Palm Coast Elks 9/11 Memorial.

HIGHLIGHTS

Firefighter of the Year

Palm Coast Fire Captain, James Neuenfeldt was awarded the 2019 Fire Service Medal & Certificate by the Flagler Chapter of the Sons of the American Revolution for his coordination and leadership of the fire department Apparatus Team and Insurance Service Office (ISO) Teams.



Captain Neuenfeldt & Chief Clark with members of the Flagler County Chapter of the Sons of the American Revolution.

Stop Drop & Roll

Firefighter Josh Lamont read to the children of Palm Coast Community Child Center (pc4) Stop, Drop & Roll! We have a partnership with the Early Learning Coalition of Flagler and Volusia to read firefighter related books to the children. The kids love meeting firefighters & practicing #StopDropRoll.



Firefighter Josh Lamont reading to students of the Palm Coast Community Child Center

Preparing for Hurricane Dorian

Chief Jerry Forte advised the City Council on preparations the City made to be ready for this or any significant weather event. The bottom line for residents is that there was a lot of uncertainty about what Dorian was going to do as it interacted with landfall in the Caribbean. We followed the storm, to learn more about its path and potential intensity throughout the week.



Chief Forte preparing City Council for Hurricane Dorian

HIGHLIGHTS

EOC Activation

Starting 8 a.m. on Tuesday, September 3rd, the City of Palm Coast began its Emergency Operations Center (EOC) in full activation mode to monitor Hurricane Dorian.

"Our number one goal is for all of you to go home to your families safe and sound," said Fire Chief Jerry Forte. "Our number two goal is for us to do everything we can do to get this city to get back on its feet as soon as possible and back to a normal life."

"I know because you're here, you're not at home with your families," said Battalion Chief Kyle Berryhill. "We appreciate your sacrifice and their sacrifice."

Congressional Visit

We appreciate Representative Michael Waltz for visiting with us as we prepared for #HurricaneDorian. It is much appreciated to have our Congressman thank us for our service & wish us well in our future mission.

Assisted Living Facility Checks

One of our missions post storm was to visit all Assisted Living Facilities within Palm Coast. Hours after daybreak, our Fire Crews along with our Mayor & City Manager visited over 100 Assisted Living Facilities & Nursing Homes to ensure they are up and running & their residents are safe.



Hurricane Dorian in full activation at Fire Station 25



Congressman Waltz & Mayor Holland enjoy DE Shakes homemade carrot-cake muffins



Lieutenant Craig and fire crews visiting Assisted Living Facilities post storm

Parks & Recreation – Lauren Johnston, Director

We had a week full of exciting changes. Lauren Johnston was named our official Director and with that came some other developments. Parks & Recreation now oversees Parks Maintenance adding about another 17 staff members to our Department who previously reported to the Public Works Department. Welcome to the team! Our Recreation Supervisor of Aquatics was promoted to Outdoor Recreation Manager directly overseeing Parks Maintenance, the Palm Coast Aquatics Center, and the new splash pad which will be installed at Holland Park. Subsequently, our Aquatics & Safety Specialist was promoted to Recreation Supervisor of Aquatics. Both have been dedicated staff members for over five years and we are happy to see them grow professionally.

[See the full article on Lauren Johnston.](#)

In other news, we have been able to successfully hold our Senior Games Ballroom Dancing and Golf events. We are hoping the weather cooperates for our Pickleball competition at Holland Park. We are so grateful to have some wonderful participants who helped our staff get the courts ready after the rain storm.

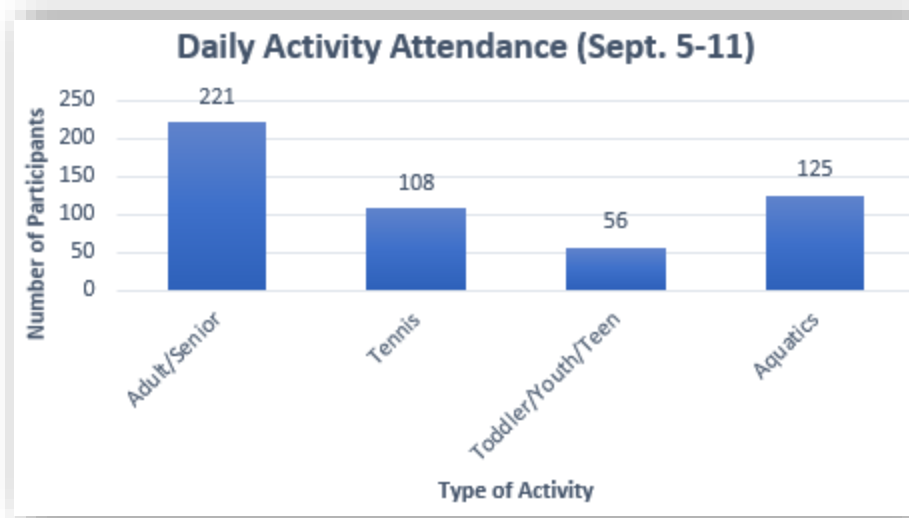
Our Director and Recreation Supervisor of Marketing, along with some other City staff, served on the Cultural Arts Grants Review Committee. They made their recommendations of who should receive the grant and in what amount during a public meeting held in the Community Wing of City Hall on Thursday, Sept. 13 at 4 p.m. These recommendations will be presented to City Council at a later time.

Fall 2019 Activity Guide

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

Online Registration & Activities List

<http://www.parksandrec.fun>



COMING UP

Sept. 17 – Food Truck Tuesdays

Oct. 11 – Movies in the Park

Oct. 13 – Pink Army 5K

Oct. 15 – Food Truck Tuesdays

Oct. 25 – Bobbing for Pumpkins

Oct. 26 – Founder's Day with the Palm Coast Historical Society

Oct. 30 & 31 – Hall of Terror

Highlights



Parks Maintenance Getting Parks Back into Shape after Hurricane Dorian



**New Shade Structure between Courts 8&9
at the Palm Coast Tennis Center**

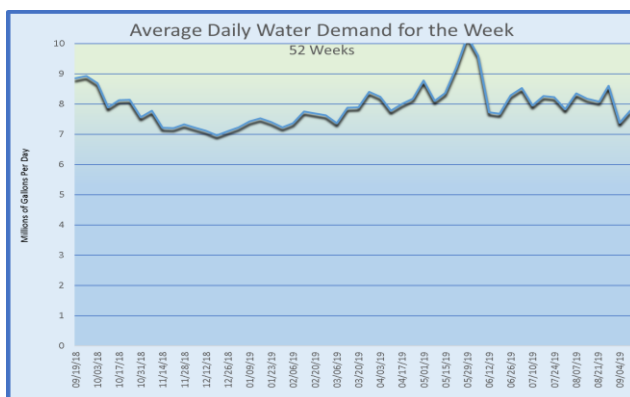


**Cleaning up courts for Senior Games Pickleball
at Holland Park after the rain storm**

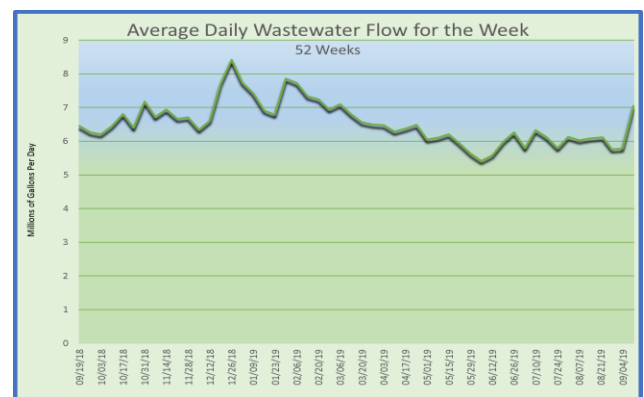
Utility – Richard Adams, Director

9-12-2019

- On August 27th, all three water treatment facilities returned to the chloramination process as the primary means for disinfection of the drinking water.
- The average water demand for this week was 7.776 million gallons per day.
- The average wastewater flow for this week was 7.043 million gallons per day.
- The unidirectional flushing operation began on Sept 12th and crews will be working in Section 37, which includes Laramie Drive and London Drive and surrounding streets. The flushing will take place Monday through Friday from 4:00 pm to 8:00 pm, until work has been completed.
- Water Distribution crews installed 20 new water meters.
- There are 146 new meter installations pending with 39 lots cleared and an average installation time of 4 weeks from site ready.
- Wastewater Operations installed 10 new PEP tanks and replaced 2.
- There are 17 new PEP tanks pending and 10 replacements pending. Currently all new tanks are being installed within 10 days of site ready.
- There were 149 calls after hours.
- Water Distribution crews replaced 2 service lines and completed 11 meter pit adjustments/replacements and repaired 5 water service lines, 12 manifolds and tested and repaired 198 backflow preventers.
- Wastewater crews replaced 74 PEP pumps, 3 PEP panels, 3 ball valves and 3 boxes, 68 floats, 9 cleanout caps, 6 back lids and repaired 3 service laterals. Crews also installed 5 risers, 11 PEP pump assemblies and 10 PEP electric assemblies. Inspected via CCTV 8,430 feet of gravity sewer, 41 manholes and completed 1 pump station annual maintenance inspection.
- On August 26th, staff from Water Treatment Plant #1 started the filter turbidimeter replacement project. Staff will be re-locating head loss transmitters, replacing old copper tubing and valves, removing old turbidimeters and controllers and mounting new ones. Representatives from Hach will then perform the startup
- On August 23rd, staff from Water Treatment Plant #2 installed a no-flow alarm on well LW 49. The no-flow alarm will shut down the submersible pump if an excessive backpressure exists in the raw water mains.
- On September 11th, Water Distribution staff replaced a damaged full size fire hydrant. Due to the loss of pressure in portions of the water distribution system, 14 homes in the area of Lemay Place were issued a precautionary boil water notice for 48 hours, until lab samples confirmed the water was safe to drink.
- On September 6th, the Daniella company arrived onsite to install fiber optics to Water Treatment Plant #2. The new line will eliminate the cost of obtaining high speed internet from a commercial provider.
- On September 9th, staff from Utility, IT and Innovation, attended the American Water Infrastructure Act compliance presentation provide by Hazen Engineering.
- On September 10th, Harcros Chemical representative Urpiana Koklonis and (CPH Engineers) Daniella Tow were onsite at Water Treatment Plant #2 to start the second phase of jar testing for optimizing coagulant dosages at both Water Treatment Plant #1 and #2.
- Wastewater Operations installed new Mission SCADA unit at Pump Station 20-2.

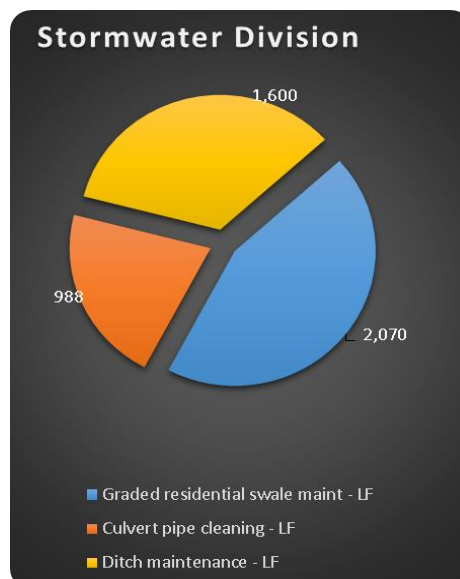
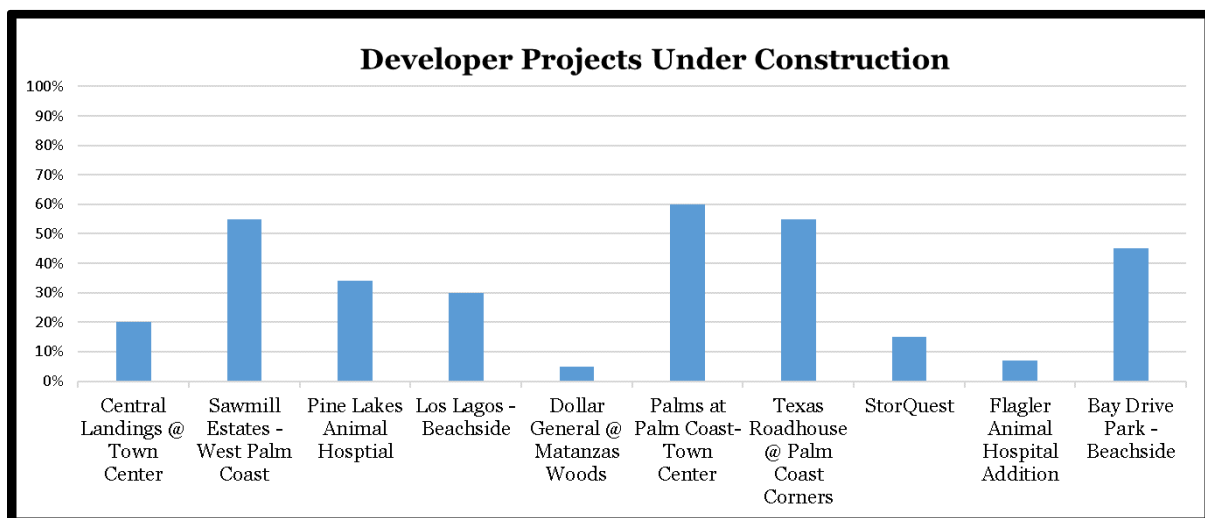
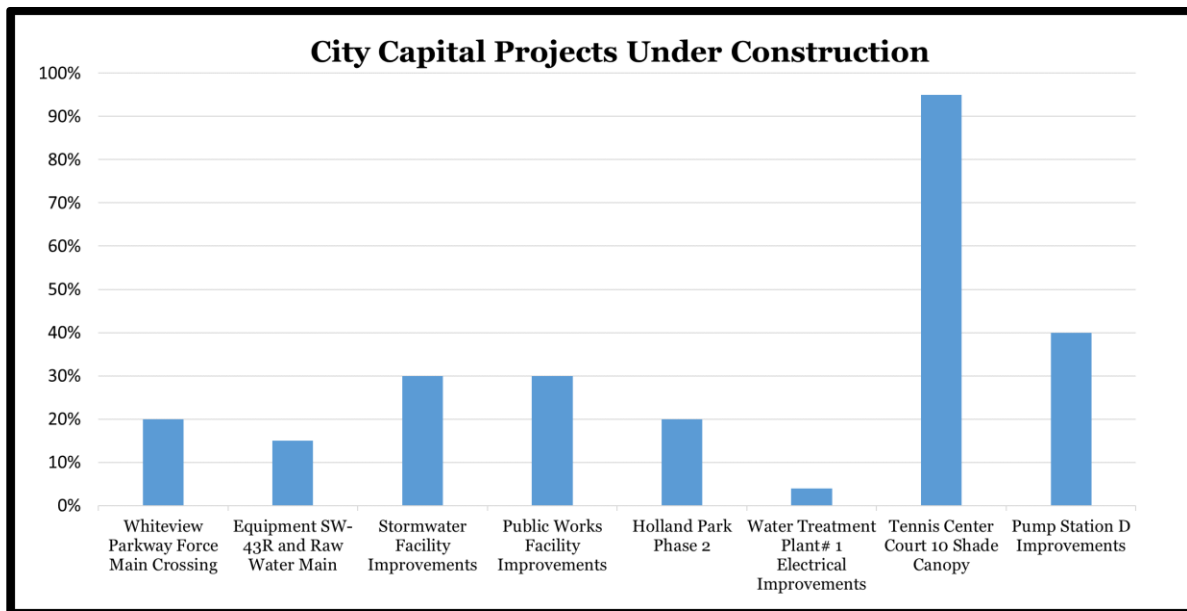


The average water demand for the week was
7.776 million gallons per day.



The average wastewater flow was
7.043 million gallons per day

STORMWATER & ENGINEERING – Carl Cote, Director



Spotlight Projects

Tennis Center Shade Canopy –

The new shade canopy at the Tennis Center came about because court 8 had no shade area, nor a drinking fountain at that court. The City installed a new chilled water drinking fountain and a 14' x 24' shade canopy in order to provide these additional amenities to this court.

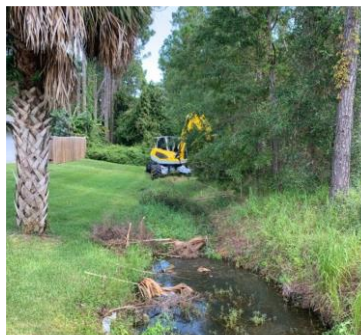


Tennis Center Shade Canopy

Fun Fact: The new shade fabric manufactured by Apollo Sunguard provides 94% UV sun blockage



Swale Grading
Emerson



Menzi Muck in the
W Section (before)



Menzi Muck in the
W Section (after)



NEWS RELEASE – City of Palm Coast

Contact: Kimberly Norman, Public Relations Associate
386-986-3717

August 28, 2019

City of Palm Coast Announces Sandbag Locations

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

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

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

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

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

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

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

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

Be sure to Follow the City of Palm Coast on Facebook and Twitter for up to date information.
Facebook @DiscoverPalmCoast Twitter @PalmCoastNow
Facebook @PalmCoastFire Twitter @PalmCoastFire

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



NEWS RELEASE – City of Palm Coast

Contact: Kimberly Norman, Public Relations Associate
386-986-3717

August 28, 2019

Storm preparation reminders and helpful information

Palm Coast – As we prepare for Dorian and any potential impact it may have on our area, there are a few important things to keep in mind in advance of the storm.

Protect Your Property: Keep your property and home prepared by making sure trees are trimmed well before the storm to prevent damage from broken branches; board up your windows to protect them from flying debris; bring loose outdoor items such as trash cans, children's toys, and patio furniture inside; secure all doors; and move your car inside a garage or other secure location.

Know Your Evacuation Zone: Now is the time to find out if you are in an evacuation zone and if so, what that zone is. Areas are evacuated based on the impact of the storm. Evacuation determinations will be made by Flagler County Emergency Management and public notices will be provided at that time.

Don't let the alphabet fool you. For example, Evacuation Zone B is NOT the B section of Palm Coast. It is related to the floodplain. This was confusing to some residents during Hurricane Matthew – which is why the City installed the evacuation zone signs on all of the stop signs in those designated areas.

Find out your evacuation zone through Flagler County's website:

<https://floridadisaster.maps.arcgis.com/apps/webappviewer/index.html?id=c788060028cb43809a25744ead39c0d6>

Generator Safety: Here are some helpful tips to keep in mind: Generators should be used in well-ventilated locations outside at least 5 feet away from all doors, windows, and vent openings; never use a generator in an attached garage, even with the door open; turn off generators and let them cool down before refueling; make sure the exhaust is directed away from the building; and make sure to install carbon monoxide alarms in your home.

ALERTPalmCoast: This is the first year AlertPalmCoast (part of AlertFlagler) will be available, which is a no-cost service that provides Palm Coast residents a variety of emergency notifications – such as severe weather – based upon the address you enroll. This service allows you to customize your notifications and choose delivery methods that include phone calls, email,

SMS/Text messages, and even through a downloadable app. Visit the following link to sign up:
<https://www.palmcoastgov.com/emergency/alert-palm-coast>

Residents in Flagler County should refer to “ALERTFlagler” and “ALERTFlaglerBeach.”

Be sure to Follow the City of Palm Coast on Facebook and Twitter for up to date information.

Facebook @DiscoverPalmCoast Twitter @PalmCoastNow

Facebook @PalmCoastFire Twitter @PalmCoastFire

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



NEWS RELEASE – City of Palm Coast

Contact: Kimberly Norman, Public Relations Associate
386-986-3717

August 29, 2019

Update on sand and sandbag locations, hours for the City of Palm Coast

Palm Coast – In preparation for Dorian, the City of Palm Coast has an updated list of locations for sand and sandbags available for residents. Palm Coast sand stations are self-serve – residents should bring their own shovels and be prepared to fill the bags. There is a limit of 10 sandbags per household.

Residents can pick up empty sandbags (but no sand) during the hours of 8 a.m. to 5 p.m. Monday through Friday at:

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

Then, the following locations have sand and sandbags at these self-service sand stations from 7 a.m. to 8 p.m.:

- Indian Trails Sports Complex, 5455 Belle Terre Pkwy., Palm Coast
- Seminole Woods Neighborhood Park, 350 Sesame Blvd., Palm Coast
- Palm Coast Public Works Yard, 1 Wellfield Grade, off U.S. 1 just north of Palm Coast Parkway, Palm Coast.
- Holland Park, 18 Florida Park Drive North, Palm Coast

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

In Flagler County, the following locations have self-serve sand and bags available at the following locations:

- MalaCompra parking lot on MalaCompra Road in the Hammock

- Old jail site at Utility Street and Old Moody Boulevard
- Hidden Trails Community Center in Daytona North

Sandbags with bagging assistance will be available from 9 a.m. to 5 p.m. Thursday at MalaCompra Park and Hidden Trails.

Flagler County has opened its Hurricane Call Center – 386-586-5111 – from 8 a.m. to 6 p.m. Thursday and Friday. Hours will be expanded as warranted.

Be sure to Follow the City of Palm Coast on Facebook and Twitter for up to date information.
Facebook @DiscoverPalmCoast Twitter @PalmCoastNow
Facebook @PalmCoastFire Twitter @PalmCoastFire

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

PHOTO 1: Mayor Holland signing proclamation.

PHOTO 2: Proclamation signed.



NEWS RELEASE – City of Palm Coast

Contact: Kimberly Norman, Public Relations Associate

386-986-3717

Aug. 29, 2019

City of Palm Coast Declares Local State of Emergency

Palm Coast – At 1:30 p.m. this afternoon, Mayor Milissa Holland signed a proclamation at City Hall declaring a local state of emergency for the City of Palm Coast.

Governor Ron DeSantis previously declared a state of emergency in the state of Florida for counties in the path of Dorian, identifying Flagler County as one of them.

By issuing the proclamation for the local state of emergency, this allows the City to obtain resources on an emergency basis. It also allows for state and federal resources to quickly flow to the area. Please see full proclamation attached for more details.

Mayor Holland made the following remarks that were shared in a video to residents on social media this afternoon:

Hello, Palm Coast. This is Mayor Milissa Holland, reaching out to rally each and every of us around the upcoming challenge our city faces because of Hurricane Dorian.

Dorian is moving toward the East Coast of Florida and Palm Coast is forecasted to be impacted by this tropical system. All of us need to be prepared.

To that end, I am signing an official order declaring a Local State of Emergency for the City of Palm Coast. This order is in conjunction with orders at the statewide and countywide level and allows our staff to take the necessary actions to address the emergency situations that may arise along with accessing the necessary federal and state support.

Your city has been hard at work preparing for a possible severe weather event. That preparation has ramped up over the past week in response to Dorian, and Fire Chief Jerry Forte is leading these efforts with City Staff.

Your city is taking the necessary steps, lowering canals, checking the stormwater systems, and ensuring everything is in order and ready to respond. As your City gets ready, do not wait to get ready yourself. Have a plan in place and stay informed with up-to-date, reliable information about Hurricane Dorian.

Most importantly, remember that none of us are alone. Your city is here for you, but be there for one another as well. Stay calm and positive. Be the helping hand your neighbor needs.

Be calm, be prepared and stay informed.

VIDEO: City of Palm Coast Lead Traffic Technician Tyler Gibson explains some important traffic safety reminders in a video at the following link:

<http://www.palmcoastgov.com/files/share/sent/278894bc-34fa-4327-b268-3e9977b078bd>

PHOTOS: Attached are (4) graphics highlighting severe weather safety, generator safety, R.O.A.D.S safety, and important water usage/pep tank information. They can be accessed here: <http://www.palmcoastgov.com/files/share/sent/dd861d0f-59fe-49b0-972f-8dfebccf6643>



NEWS RELEASE – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Sept. 3, 2019

Safety Tips During and After Hurricane Dorian

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

General Safety

1. As the winds pick up, stay indoors – even between bands or when it's calm as the eye passes. Trees will be weakened by all the rain and will be falling, and the wind will be blowing all kinds of debris. Wait for the "all-clear" from emergency officials before venturing outside.
2. While you're indoors, keep away from windows. Close interior doors and brace exterior doors.
3. If you lose power, do not use candles. The fire danger is too great. Stick to your battery-operated devices.
4. Do not open the refrigerator door except when necessary. Throw out any spoiled or suspect food, or any food that gets wet from flooding.
5. Wash your hands with soap frequently, especially before and after handling food.
6. If your power goes out, turn off major appliances such as the air conditioner and hot water heater to reduce damage when electricity is restored.
7. Don't burn charcoal inside a house or garage, including in a fireplace. It can produce carbon monoxide which is colorless and odorless. CO can kill.
8. Never leave an automobile running in the garage, even with the garage door open.

9. Once the storm has passed, look before you step. After a flood, the ground and floors are covered with debris including broken glass and nails. Floors and stairs that have been covered with mud will be slippery.
10. Stay away from power lines and electrical wires. Electrocution is a major killer in wind events. Electrical current can travel through water. Moving ladders around hot power lines is extremely dangerous. Report downed power lines to Florida Power & Light: 1-800-4-OUTAGE (1-800-468-8243).
11. Remember there are animal hazards such as snakes, rodents (and other small animals), fire ants and scorpions. Any or all of these creatures could have entered homes and buildings looking for shelter, or may be in your yard but not in their normal spots.
12. Clean and dry everything that got wet, as flood waters pick up sewage and chemicals from roads and commercial buildings.
13. Do not wade through standing water. If you do, bathe and put on clean clothes as soon as possible. Do not allow open cuts or sores to come into contact with flood waters; if they do, keep them as clean as possible by washing well with soap to avoid infection. If the wound develops redness, swelling or drainage, seek immediate medical attention.
14. Do not walk through flowing water. Drowning is the No. 1 cause of hurricane deaths, and most of these drownings occur during flash floods. Six inches of swiftly moving water can knock you off your feet. Use a pole or stick to make sure that the ground is still there while walking through a flooded area, even where the water is not flowing.
15. Do not let children play in or around high water, storm drains or ditches. Besides drowning risks, the water could be contaminated. Additionally, debris and other hazards may not be visible beneath the surface.
16. Stay off the roads until they're cleared by Fire and Public Works officials. City crews will be out right after the storm, removing trees from roadways and looking for downed power lines to be addressed by Florida Power & Light. Give City crews time to make the roadways safe.

Pep Tanks

17. The City of Palm Coast would like to remind residents that if they lose electric power they should reduce water consumption as much as possible with the goal of having the least amount of water going down the drain.
18. It is especially important for residents with PEP tanks (Pretreatment Effluent Pumping System) to drastically decrease water usage if they lose electricity. PEP tanks will not empty into the wastewater system if there is no power. If the tank fills to capacity, there is a risk it could back up into your home.
19. If power is lost, whether you're on the gravity sewer system or have a PEP tank, do not do laundry. Flush as infrequently as possible. Put as little water down your sinks and showers as possible.

20. If your PEP tank alarm goes off, please call Palm Coast Customer Service at 386-986-2360. A crew will be dispatched as soon as it's safe to do so. Palm Coast Utility has a comprehensive plan for returning full function back to the wastewater system. With a combination of tank trucks and generators, the city will utilize all efforts to pump down the system as much as possible until such time full power is restored.

Generator Safety

21. Never use a generator indoors – not even in the garage.
22. Be sure the generator isn't close to a window, door or vent, and don't use a generator in high winds. The primary hazards to avoid when using a generator are carbon monoxide (CO) poisoning from the toxic engine exhaust, electric shock or electrocution, and fire.
23. Follow the directions supplied with the generator.
24. Make sure the exhaust port points away from the house and is at least five feet from any opening of the home.
25. Install carbon monoxide alarms in your home.
26. Turn generator off and allow it to cool before refueling.
27. Generator fuel should not be stored in living areas.
28. Do not handle wet electric cords while the cords are energized.

Traffic Safety

29. When approaching a flashing traffic signal light, be prepared to stop if necessary. The side with the flashing yellow light can proceed with caution without being required to stop whereas the side with the flashing red light is required to stop and only proceed when it is safe to do so.
30. When approaching a traffic signal light that is not operational (all lights are off), all traffic is required to come to a stop and then only proceed when it is safe to do so.
31. With wet roads, please slow your speed and increase the distance between your vehicle and the vehicle in front of you.
32. Whenever windshield wipers are required due to rain or low visibility, headlights are also required to be switched on.
33. If you need to use your high beam headlights in low light areas remember to dim them when traffic approaches from the opposite direction or when you come up behind another vehicle.
34. Please be aware of standing water on the roadway. If you cannot see the roadway underneath the water be careful as there may be holes that could damage your vehicle

or worse get you stuck. Proceed with caution and if the water level approaches the bottom of the vehicle doors consider turning around and not proceeding.

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

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

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

The Flagler County Emergency Operations Center call-in center number is 386-586-5111. Flagler County Emergency Management is posting storm information at:

http://www.flaglercounty.org/emergency_information/emergency_management/index.php

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

Media Contact:

Michael Schottery

Communications Officer

386-986-2484

MSchottery@palmcoastgov.com

PHOTO 1: A few from the Customer Service representatives team who are answering calls on a 24/7 rotation at the City EOC.

PHOTO 2: A Customer Service representative answering a call at the City EOC.



NEWS RELEASE – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Sept. 3, 2019

Palm Coast's Customer Service responds to nearly 1,500 resident calls and counting Most common call center questions answered

Palm Coast – While many residents are in their homes and waiting on Dorian to pass through, the City of Palm Coast's Customer Service division has been working around the clock to serve the City's 90,000 residents.

Customer Service representatives began additional hours this past weekend and since Saturday morning, have answered 1,483 total calls up to this release. Residents were able to ask about closed City facilities; sand and sandbag locations; trees down; utility, stormwater, and public works issues, garbage questions or anything else that pertains to the City.

Of all of these calls, there are a few questions that have been asked through the call center more than others and so your City wants to make sure you have those answers.

QUESTION 1: Why wasn't trash picked up Monday and Tuesday and when is it resuming?

ANSWER 1: The decision to pause trash collection was made Friday based on weather reports and forecasts at the time in an effort to maintain a safe pickup by Waste Pro trucks and their employees. Because of the size of the City, it was not possible to resume pickups once it had been cancelled.

QUESTION 2: My neighbor has items (furniture, grills, debris, etc) out that could blow away and cause problems. What can be done by the City or Code Enforcement?

ANSWER 2: At this point, all City code enforcement crews are no longer going out, but are stationed at the City's Emergency Operations Center ready to deploy as soon as it is safe to do so after Dorian has passed.

QUESTION 3: How do I find out if I'm in an evacuation zone?

ANSWER 3: Residents can check their evacuation zone by clicking [here](https://fullsite.palmcoastgov.com/emergency/evacuation-zones) or visiting <https://fullsite.palmcoastgov.com/emergency/evacuation-zones>

The City's Customer Service reps have also received a few reports of downed trees through Palm Coast Connect, which is the City's customer service platform. This is the first year Palm Coast Connect is available to residents and a valuable tool for the City during the cleanup process.

Palm Coast Connect is online at www.palmcoastconnect.com and also available through a free app. It allows residents to report an issue or concern - any time or place. Residents are more engaged and kept more up-to-date through this tool on when and how their concern is handled as they can track how it's addressed every step of the way through completion.

During and after a storm, examples of concerns reported to Palm Coast Connect would be downed trees, impassable roads, localized flooding, and pep tank alarms. The Palm Coast Connect app is now available in both the Apple and Google Play App Stores. **Palm Coast Connect is not a substitute for 9-1-1.**

Customer Service can be reached at 386-986-2360.

Media Contact:
Michael Schotthey
Communications Officer
386-986-2484
MSchotthey@palmcoastgov.com



NEWS RELEASE – City of Palm Coast

Contact: Kimberly Norman, Public Relations Associate
386-986-3717

Aug. 30, 2019

City of Palm Coast office closures and garbage collection changes

Palm Coast – In response to Hurricane Dorian, City of Palm Coast offices will be closed Tuesday, Sept. 3 and potentially longer depending on the how the storm impacts our area.

City of Palm Coast offices will also be closed Monday, Sept. 2 in observance of Labor Day, however, the City and staff will be working through the Emergency Operations Center (EOC) to monitor and respond to Hurricane Dorian throughout the weekend and next week.

Also, the City's Customer Service department will have phone lines open tomorrow and Sunday from 8 a.m. to 5 p.m. On Monday, the phone lines will be open for 24 hours until the storm has passed. We will keep residents updated on this as the days progress.

The Customer Service phone number is 386-986-2360. Residents can ask about closed City facilities; sand and sandbag locations; trees down; utility, stormwater, and public works issues, garbage questions or anything else that pertains to the City.

Additionally, with tropical storm force winds expected as early as Monday, garbage collection has been suspended for Monday and Tuesday, and possibly longer depending on the storm's impact. We will provide updates on this also in the days ahead.

Be calm. Be prepared. Stay informed.

Palm Coast Parks & Recreation Prepares for Hurricane Dorian

Posted 8/31/2019 8:20:00 AM

Palm Coast - When a storm has the potential to impact Palm Coast, the City of Palm Coast's efforts are focused on making sure public and staff needs are met safely and expediently.

Palm Coast Parks & Recreation is preparing for Hurricane Dorian with the potential of a Category 3 direct impact. On Aug. 28, Parks & Recreation Director Lauren Johnston met with team supervisors from the Palm Harbor Golf Club, Palm Coast Tennis Center, Palm Coast Aquatics Center, Palm Coast Community Center, and Parks Maintenance to discuss preparations. These meetings will continue as the storm develops.

At this time, Palm Coast Parks & Recreation will be closing all parks and facilities at the end of business day on Friday, Aug. 30 and they will remain closed through Wednesday, Sept. 4. This includes all scheduled activities, facility reservations, and tee times through that day. We will also be cancelling a few of our Senior Games activities and keeping an eye on the others. The ones for sure cancelled are Tennis, Cornhole, and Archery.

As part of preparations, staff will be removing wind screens, sun shades, and baseball cage netting in parks, and replenishing and testing emergency communications at all facilities. In addition, facility rentals and tee times through the weekend will be cancelled or rescheduled for a later time.

All full-time Parks & Recreation staff are FEMA certified and have been assigned primary and secondary tasks before and after the hurricane as needed. They are prepared to be stationed at the Emergency Operations Center and throughout the City for their assignments starting Sunday, Sept. 1 through Monday, Sept. 2.

Updates will be posted as announcements on www.palmcoastgov.com, as well as the following social media channels: Palm Coast Parks & Recreation Facebook page at www.facebook.com/palmcoastrec and Palm Coast Tennis Center Facebook page at www.facebook.com/PalmCoastTennisCenter. It is also encouraged to follow the City of Palm Coast Facebook page at www.facebook.com/DiscoverPalmCoast and Instagram page at www.instagram.com/DiscoverPalmCoast and the Flagler County Emergency Services Facebook page at www.facebook.com/FlaglerEOC and Instagram page at www.instagram.com/FlaglerEOC.



ANNOUNCEMENT – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Aug. 31, 2019

Sand and Sandbag Locations for Saturday, 8-31-19

Palm Coast - The City of Palm Coast has an updated list of locations for sand and sandbags available for residents for Saturday, Aug. 31. Palm Coast sand stations are self-serve - residents should bring their own shovels and be prepared to fill the bags. There is a limit of 10 sandbags per household.

The following locations have sand and sandbags at these self-service sand stations from 8 a.m. to 5 p.m.:

- Indian Trails Sports Complex, 5455 Belle Terre Pkwy., Palm Coast
- Seminole Woods Neighborhood Park, 350 Sesame Blvd., Palm Coast
- Palm Coast Public Works Yard, 1 Wellfield Grade, off U.S. 1 just north of Palm Coast Parkway, Palm Coast.
- Holland Park, 18 Florida Park Drive North, Palm Coast

Today is the last day for sand and sandbags in the City. For more information, call Palm Coast Customer Service at 386-986-2360.

Media Contact:
Michael Schottey
Communications Officer
386-986-2484
MSchottey@palmcoastgov.com



ANNOUNCEMENT – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Sept. 1, 2019

Sand and Sandbag Locations for Saturday, 8-31-19

Palm Coast - The City of Palm Coast has an updated list of locations for sand and sandbags available for residents for Saturday, Aug. 31. Palm Coast sand stations are self-serve - residents should bring their own shovels and be prepared to fill the bags. There is a limit of 10 sandbags per household.

The following locations have sand and sandbags at these self-service sand stations from 8 a.m. to 5 p.m.:

- Indian Trails Sports Complex, 5455 Belle Terre Pkwy., Palm Coast
- Seminole Woods Neighborhood Park, 350 Sesame Blvd., Palm Coast
- Palm Coast Public Works Yard, 1 Wellfield Grade, off U.S. 1 just north of Palm Coast Parkway, Palm Coast.
- Holland Park, 18 Florida Park Drive North, Palm Coast

Today is the last day for sand and sandbags in the City. For more information, call Palm Coast Customer Service at 386-986-2360.

Media Contact:
Michael Schottery
Communications Officer
386-986-2484
MSchottery@palmcoastgov.com



NEWS RELEASE – City of Palm Coast

Media Contact: Michael Schotthey, Communications Officer
386-986-2484

Sept. 2, 2019

City of Palm Coast Urges Residents to Heed Evacuation Order

Palm Coast – The City of Palm Coast is urging continued preparedness as we get closer to feeling the impacts of Hurricane Dorian.

It is important for everyone to know their evacuation zone. Residents can check their evacuation zone by clicking [here](#) or visiting <https://fullsite.palmcoastgov.com/emergency/evacuation-zones>

Flagler County will be in charge of evacuations. As of noon Monday, Sept. 2, nursing homes, assisted living facilities, group homes have been ordered to evacuate from Zones A, B, and F, and flood prone areas.

All residents and visitors in evacuation Zones A, B, and F, as well as those in low lying areas or mobile homes, should also evacuate at the county's order. If your evacuation plan is to leave Flagler County, do so now. You do not need to wait for the order.

There are shelters that will be available as soon as the order is issued at noon. Bunnell Elementary, located at 305 N. Palmetto, will open at noon Monday, Sept. 2 for the general population and pets. Rymfire Elementary, located at 1425 Rymfire Drive, is open for those with special medical needs who live in zones A, B, F, flood prone areas, and mobile homes, or require electricity for medical needs regardless of zone.

Flagler County School officials say they anticipate further evacuations and the need for additional shelter space in the coming days. For that reason, Flagler Schools Superintendent James Tager announces schools will remain closed through Thursday, September 5th. When it comes to reopening schools and resuming our normal operations, Flagler Schools will continually evaluate and those decisions will be made in a timely manner.

For the evacuation zones A, B, and F, a curfew will go in effect Tuesday at 7 p.m. and last until the storm has passed and officials have given an all clear. If you are outside during the curfew, you could be taken to the county jail by the sheriff's deputies.

For questions about evacuations, please contact Flagler County's Hurricane Call Center - 386-586-5111 - which operates 24/7.

The City of Palm Coast's Customer Service phone line is also operating 24 hours. The phone number is 386-986-2360.

Reminder: The City of Palm Coast does not have any sand or sandbags available. However, Flagler County will have it available at the following locations Monday:

- Santa Maria Del Mar Catholic Church (assistance available 9:30am-3:00pm depending on supplies)
- A1A Tennis Center, 5633 N. Ocean Shore Blvd. (assistance available 9:30am - 3:00pm depending on supplies)
- Old Jail Site at Utility St. & Old Moody Blvd.
- Hidden Trails Community Center

*Note: Today is the last day for sandbags from Flagler County.

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

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

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

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

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

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

Palm Coast Utility has a comprehensive plan for returning full function back to the wastewater system. With a combination of tank trucks and generators, the city will utilize all efforts to pump down the system as much as possible until such time full power is restored.

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

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

Remember: Be calm. Be prepared. Stay informed.



ANNOUNCEMENT – City of Palm Coast

Contact: Kimberly Norman, Public Relations Associate
386-986-3717

Sept. 2, 2019

Trash Collection Suspended

Palm Coast - Due to Hurricane Dorian, trash collection for Palm Coast has been suspended until further notice.

Currently, this includes Monday, Sept. 2, Tuesday, Sept. 3 and Wednesday, Sept. 4, but may be extended further as weather and road conditions warrant.

We know this is an inconvenience, but we thank you for your patience as we get through this storm together.

Media Contact:
Michael Schottery
Communications Officer
386-986-2484
MSchottery@palmcoastgov.com

PHOTOS: The following link contains photos of City staff preparing for Hurricane Dorian. Brief descriptions are labeled on each photo.

LINK: <http://www.palmcoastgov.com/files/share/sent/538c2f04-bcc1-4a3f-aba8-95c98632c7ae>



NEWS RELEASE – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Sept. 3, 2019

All hands on deck for City of Palm Coast employees as City EOC is fully activated to monitor Hurricane Dorian

Palm Coast – Starting this morning at 8 a.m., the City of Palm Coast is now operating its Emergency Operations Center (EOC) in full activation mode to monitor Hurricane Dorian.

Since the first day Dorian posed a threat to the Palm Coast community, our employees have stepped up, some working around the clock, to make sure your City is prepared and ready to respond to any potential impact from the storm.

“We’ve all heard of ‘the calm before the storm,’” said Mayor Milissa Holland. “You all are the calm before, during and after the storm. Thank you for being here. Thank you for the hard work you have done to prepare for this storm. Thank you for all of the hard work you are about to do over the next few days. Your city appreciates you.”

All City employees are considered essential before, during and after a storm. Staff has been working daily on preparation for the past week cleaning up streets, clearing as much debris as possible, securing parks, and mobilizing staging crews for post-storm response – all while preparing their own homes, gathering their families’ supplies and making arrangements for them to be safe during the storm. Now, staff is positioned around the clock at the City EOC which is Fire Station 25, located at 1250 Belle Terre Parkway, Palm Coast.

“Our number one goal is for all of you to go home to your families safe and sound,” said Fire Chief Jerry Forte. “Our number two goal is for us to do everything we can do to get this city to get back on its feet as soon as possible and back to a normal life.”

During this time, some employees are continuing to do the normal job they have with the City, while others have transitioned into other support roles to keep City staff working to serve our residents and ensure essential services continue, weather permitting. This team will be working from the EOC until the storm has passed and as the next phase of recovery and response begins.

"I know because you're here, you're not at home with your families," said Battalion Chief Kyle Berryhill. "We appreciate your sacrifice and their sacrifice."

The City's Customer Service Department began working 24/7 as of Monday, Sept. 2. **The phone number to reach them is 386-986-2360.** Residents can ask about closed City facilities; trees down; utility, stormwater, and public works issues, garbage questions or anything else that pertains to the City.

Media Contact:
Michael Schottey
Communications Officer
386-986-2484
MSchottey@palmcoastgov.com



NEWS RELEASE – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Sept. 3, 2019

City of Palm Coast offices to be closed Wednesday, Sept. 4

Palm Coast – All City of Palm Coast offices will be closed Wednesday, Sept. 4 in response to Hurricane Dorian. City employees will be monitoring the storm and working out of the City's Emergency Operations Center. We will update this information in the coming days based on all available information at that time.

The City of Palm Coast budget meeting has been postponed and will be rescheduled to a later date based on guidance from the state.

Media Contact:

Michael Schottery

Communications Officer

386-986-2484

MSchottery@palmcoastgov.com



ANNOUNCEMENT – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Aug. 30, 2019

City of Palm Coast Customer Service Hours for Dorian

Palm Coast - While City offices will be closed over the weekend, the City's Customer Service phone line will be open during the following hours as we prepare for Hurricane Dorian:

Friday: Normal business hours 8 a.m. - 5 p.m.

Saturday: 8 a.m. to 5 p.m.

Sunday: 8 a.m. to 5 p.m.

Monday: 8 a.m. (24 hours open until after the event)

The phone number is 386-986-2360. Residents can ask about closed City facilities; sand and sandbag locations; trees down; utility, stormwater, and public works issues, garbage questions or anything else that pertains to the City.

City of Palm Coast offices will be closed Monday, Sept. 2 in observance of Labor Day, however, the City and staff will be working through the Emergency Operations Center (EOC) to monitor and respond to Hurricane Dorian.

Flagler County has opened its Hurricane Call Center - 386-586-5111 - which is now operating 24/7.

Media Contact:

Michael Schotthey
Communications Officer
386-986-2484
MSchotthey@palmcoastgov.com



ANNOUNCEMENT – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Aug. 30, 2019

Stormwater Prep Continues Ahead of Dorian

Palm Coast - Ahead of Dorian's arrival to Florida, the City of Palm Coast is still preparing to make sure everyone is ready for any impact the storm may bring.

Stormwater staff would like to remind residents to take in or secure loose items. During heavy rains or high winds items such as lawn furniture, yard decorations, toys, trash containers and yard waste such as palm fronds can get stuck in pipes and ditches blocking the water and causing potentially high water and hazardous conditions.

Leading up to storm impact, the stormwater department is taking a phased approach to opening the weir gates that control the City's freshwater canal systems. This phased approach ensures that additional capacity can be achieved throughout the City without one canal system overwhelming another. The process will start with the control structures for the City's larger freshwater canal systems. The second phase will involve structures that need special attention. The third and final phase will be to open all remaining structures which will be completed 24 - 36 hours prior to the start of the rain.

Staff and crews have also started checking the critical infrastructure for potential blockages and other issues in an effort to address any potential issues prior to the start of the rain event.

The pump system at Flagler Palm Coast High school has been activated and is now running.

Media Contact:
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PHOTO: City of Palm Coast Emergency Operations Center daily 9 a.m. meeting.



NEWS RELEASE – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Sept. 4, 2019

City of Palm Coast offices to reopen Thursday, garbage collection to resume

Palm Coast – Palm Coast city leaders are still closely monitoring Hurricane Dorian. As of now, the storm has delivered five inches of rain to the city.

Department directors are regularly reporting updates at the City EOC. So far, water and sewer services are operating normally without any issues and canals, which were lowered prior to the storm, are still below normal levels. Firefighters are responding to EMS calls and coordinating with FPL for downed power line calls.

“Our preparation for this storm was top-notch,” said Fire Chief Jerry Forte. “In an event like this, every single city employee is essential personnel and they did their part to ensure this city can get back on its feet as quickly as possible. We prepared for the worst and are glad that the worst never happened. We’re urging caution as the effects from this storm will still be felt throughout Wednesday.”

The biggest risk right now is traffic – residents getting out of their homes and driving around. Another risk is trees that have pulled down power lines. We ask that people stay home as we are still under a hurricane warning and storm conditions can reduce visibility.

Once Dorian passes later today, firefighters will visit nearly 100 assisted living facilities to conduct a welfare check and provide any assistance they may need. Community Development will begin damage assessments first thing Thursday morning.

“We are so fortunate,” said Mayor Milissa Holland, “that this storm wasn’t as serious as it could have been for Palm Coast. Our hearts are with everyone that was impacted by this storm, especially those in the Bahamas. I am proud of our city and how prepared we were for this storm and am grateful for all of the sacrifices that were made to keep Palm Coast safe.”

City offices will reopen Thursday and Friday for normal hours, 8 a.m. to 5 p.m. Garbage collection will resume normal pickups on Thursday and Friday with a special yard debris pickup day on Saturday for any storm debris.

Parks and recreation facilities will remain closed through Thursday, Sept. 5. This includes all scheduled activities, facility reservations, and tee times through that day.

The City Council Special Budget meeting from Wednesday, Sept. 4 has been rescheduled for Wednesday, Sept. 11 at 5:05 p.m.

Media Contact:

Michael Schottey

Communications Officer

386-986-2484

MSchottey@palmcoastgov.com



ANNOUNCEMENT – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
386-986-3717

Sept. 5, 2019

City of Palm Coast Budget Meeting Rescheduled

Palm Coast - The tentative hearing adopting a millage rate and budget on Sept. 4 at 5:05 p.m. for the City of Palm Coast was rescheduled due to Hurricane Dorian.

It will be held on Sept. 11 at 5:05 p.m. at City Hall Community Wing, 160 Lake Avenue.

Media Contact:

Michael Schotley

Communications Officer

386-986-2484

MSchotley@palmcoastgov.com

When Dorian Duty Calls...

Palm Coast – It seemed like it was never coming, but it was.

Hurricane Dorian churned in the Atlantic Ocean for days. Food and water flew off grocery store shelves. Gas became a hot commodity. Eyes and ears were laser focused on each storm update from the National Hurricane Center.

From the moment the storm came on the City of Palm Coast's radar, your City mobilized in many ways. Parks were prepped. Roads were cleared. Trees were trimmed. Canals were lowered. Sewer pipes were tested. Sandbags dispersed. And trash was picked up - among many preparations.

All 400 employees immediately took action to get equipment and supplies in place—generators, computers, food and more—for staff to be ready to respond to Dorian's potential wrath. For some of them, that meant doing things outside of their normal 8-to-5 routine. But no matter what changes each day brought – your City was prepared.



From Fire Captain to Emergency Management Coordinator

Palm Coast Fire Capt. Tommy Ascone is normally guiding a team of firefighters who respond to fires and car crashes. As captain, he runs day-to-day operations in a command role.

When Dorian's path was projected to possibly impact this community, he transitioned to his other job title: Emergency Management Coordinator, a role Palm Coast didn't have until 2019.



In this role, Tommy coordinated between all City departments for storm preparations and through recovery and response: updating staff on the latest weather reports, identifying essential personnel, creating a food unit, establishing an Emergency Operations Center (EOC) at the main fire station, developing a daycare plan with Parks & Rec for employees to continue working while schools were closed.

For the first time in the City's history, Tommy constructed a mini City Hall of technology with computers and phones at the EOC. He also coordinated resources between the City and County to ensure your City had everything necessary to respond to the storm and to recover after it.

It didn't stop there.

While many of Tommy's tasks throughout the week prior to Hurricane Dorian were part of being the City's certified Emergency Management Coordinator, some of his other actions weren't taught in a class but made a huge difference to staff, like providing reassurance and calm guidance to customer service representatives and thanking them for their hard work.

24/7 – We Were Here for You – All You Had to Do is Call...

Thanks to extended hours through Labor Day weekend and 24-hour open phone lines in the hours before Dorian finally passed by, the City's Customer Service representatives were here for you. The team worked around the clock to make sure questions were answered and did so with smiles on their faces.



The team is usually staffed at City Hall from 8-to-5. They answer about 10,000 phone calls a month – mostly those that relate to Utility services including billing, setting up service and citizen support. They also process Utility payments.

For Dorian, there was no reporting to City Hall. Instead, many of them left their families to be at the City EOC in a makeshift Customer Service phone center. They answered over 3,000 calls in five days. Customer Service Supervisor Lisa Asbill worked 39 hours in two days – staying upbeat and keeping her team's morale high.



Customer Service Reps Tracey Hodges, Pam Miller, Lucy Nabico and others found themselves answering calls unique to the storm about shelters, evacuations, garbage collection, sandbags and curfews. There were other calls, too, about which businesses were open, non-emergency fire calls, and questions about EMS courtesy transports to shelters. Some residents simply dialed in needing a comforting voice or some reassurance—even at 2 a.m.



There were cots, but not much sleeping. The adrenaline, combined with anticipation, kept many of them awake even when the phones were relatively quiet. Pam, who doesn't drink coffee, said she stayed awake with the help of both M&M's and her colleagues.

In these times, coworkers begin to feel more like family. Tracey earned the title "Positivity Enforcer" by cheering on the team throughout Tuesday night when many worked longer than 24 hours straight, repeatedly telling them, "We got this. It's gonna be a great night."



Records by Day, Culinary Queen by Night

As City Clerk, Virginia Smith manages Palm Coast records for the state of Florida. You can usually find her in her office at City Hall or at City Council meetings sitting next to the Council members.

Virginia is responsible for recording motions, taking minutes and responding to Council member questions as they relate to agenda items. She is also the qualifying officer for elections, the paralegal, and reviews contracts and land acquisition documents for the City as well as communicating regularly with the City legal team.

In short: Virginia always wears many different hats. For Dorian, she donned a Chef's hat.

Virginia and her team of 20 organized to feed and hydrate 400 City employees working before, during, and after Dorian. She led the "Culinary Command" serving breakfast, lunch, dinner and plenty of snacks, consisting of: hot dogs and mac n' cheese, ham and turkey with potato casserole, chili, sandwiches, chips, veggies and (most importantly to Fire Chief Jerry Forte) ample jars of strawberry preserves.

The team spent days organizing water and snacks by visiting multiple local stores and then delivering the supplies to fire stations around the City and the Public Works facility. It was a success, though a few pairs of Virginia's pants were marked by mayonnaise and spaghetti sauce in the process.



The Meaning of Preparation

To most, preparation seems to start when a storm's path is projected to impact the City, but for your City, storm preparedness happens all year round.

For example, City Stormwater teams began educating the public on a new Stormwater Management Plan adopted by Mayor Milissa Holland and the City Council at the beginning of 2019. The plan took the new approach of improving swales, ditches, canals, water-control structures, pipes and drainage basins by looking at how these systems work together to protect homes and businesses from flooding.

New, proactive solutions focus more on the ditches and freshwater canals and how they have a greater long-term impact on improving the drainage system across Palm Coast.

Tommy graduated from the Federal Emergency Management Agency's (FEMA) National Emergency Management Basic Academy at the Emergency Management Institute (EMI) in June. He began working to improve the City Emergency Management Plan (CEMP) at that time, to ensure the best preparation and response by the City for these types of events.

Later in the summer, employees from multiple City departments began chainsaw training. This was vital to their role on a team called the "First Push" that goes out right after a storm to clear roadways of downed trees, so emergency responders can have access.

A lot goes into preparing for a storm. It's an all-hands-on-deck mentality, and the City of Palm Coast is here to serve you. We hope your City made you proud. We are here and ready to respond...whatever duty calls.

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NEWS RELEASE – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate
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Sept. 5, 2019

City of Palm Coast issues warnings for homeowners post Dorian

Palm Coast – Now that Dorian has passed by Palm Coast, here are a few reminders for homeowners to protect themselves and their money.

Assignment of Benefits Fraud

Although the state legislature recently passed laws to further protect homeowners, it is still not a good idea to sign an Assignment of Benefits Form from a contractor that comes knocking on your door. Some Assignment of Benefits Forms that we have seen during past hurricanes require the homeowner to pay the contractor several thousand dollars, even if the insurance claim is rejected. If you feel you have storm damage, contact your insurance company. The new laws have placed stricter requirements on Insurance companies to respond to your claim, in a timely manner.

Door-to-Door Solicitation

The City of Palm Coast requires all persons offering services or products that travel door-to-door in residential areas, to possess a City of Palm Coast Solicitation Permit. Solicitation permits are person specific and require a criminal background check to be performed prior to issuance. There is no such thing as a blanket Door-to-Door Solicitation Permit for companies. The permits must be in the individual's name. Soliciting door-to-door within the City of Palm Coast without a permit is classified as a misdemeanor. Unpermitted Door-to-Door Solicitation, within the City of Palm Coast, is addressed by the sheriff's office.

Tree Service Businesses

You should never pay for tree services in advance. Payment should only be made after the work is complete. In the past, residents have paid hundreds of dollars in advance to tree service companies only to be placed on a waiting list. Many times the tree service companies have either not returned at all or have only completed part of the work, leaving debris behind for the property owner to deal with.

Owner Builder Permits

Home owners should never obtain home owner/builder permits for unlicensed contractors. If you do not intend to do the work yourself and are asked by someone without a contractor's license to pull the permit, you are at risk of harm, both by penalty and injury.

Chapter 489.103(7), Florida Statutes: Owners of property must supervise the work being performed. Any person working on your building who is not licensed must be employed by you, which means that you must deduct F.I.C.A. and withholding tax and provide workers' compensation for that employee. Without workers compensation insurance, you could be held liable for injuries received on your property. Typically, your homeowners' insurance policy will not honor your claim if the work being performed required a licensed contractor. You could end up responsible for thousands of dollars of medical bills.

Chapter 455.227, Florida Statutes: Any person who knowingly aids, assists, procures, employs or advises an unlicensed individual can be charged with a first-degree misdemeanor and may face fines of up to \$5,000 for each offense.

VIDEO: Chief Development Officer Jason DeLorenzo provides information about contractors following Dorian. Link: <http://www.palmcoastgov.com/files/share/sent/be3b9138-a3bb-4538-a3e4-0a0af9c1187a>

Video Script:

Hi, Jason DeLorenzo, Chief Development Officer for the City of Palm Coast here with some things to remember about dealing with contractors after the storm.

All contractors, other than debris removal and tree removal, are required to have a license.

Ask to see a copy of a license of any company you consider hiring. State licenses can be verified at MyFloridaLicense.com

All advertisements including business cards and vehicles are required to include the license number.

Also, all roofing contractors are required to be state licensed.

When it comes time to sign the contract.

Do not make a payment without a written contract. All contracts should include the license number.

Contractors are not permitted to collect more than 10-percent of the contract price up-front.

Do not pay the final payment until you have seen proof of a final inspection.

Watch out for keywords used by Unlicensed individuals or fly-by-night contractors.

You may hear "It's quicker and cheaper if you get the permit yourself." **THIS IS NOT TRUE:**

Permit turnaround time and cost is the same for owners or contractors.

Or "If you don't sign the contract now and provide payment, you will be months out before we can get to you."

This is a tactic used during times of distress, preying on raw emotions.

Remember these few items to be aware of when selecting a contractor. More information is available on the building division page of PalmCoastgov.com.

One last thing! Whenever possible use local contractors who are already established in your community.

Be local, buy local!

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NEWS RELEASE – City of Palm Coast

Written By: Kimberly Norman, Public Relations Associate

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Sept. 6, 2019

Zero damage to City of Palm Coast infrastructure from Hurricane Dorian

Palm Coast – City crews have completed the damage assessment and there is no municipal damage to report following Hurricane Dorian. No City infrastructure was damaged from the storm. There were a few reports of minor damage on private property.

City crews did help in the cleanup of some trees down, street signs down, and responded to pep alarm calls. These were signaled to the City through the customer service citizen engagement platform, Palm Coast Connect.

This is the first year the City has had Palm Coast Connect as a tool to respond quickly and more efficiently in a storm cleanup capacity. Palm Coast Connect is online at www.palmcoastconnect.com and also available through a free app. It allows residents to report an issue or concern - any time or place. Residents are more engaged and kept more up-to-date through this tool on when and how their concern is handled as they can track how it's addressed every step of the way through completion.

During and after a storm, examples of concerns reported to Palm Coast Connect were downed trees, impassable roads, localized flooding, and pep tank alarms.

Here is a breakdown of the more than 200 cases reported. Most have already been resolved except for a few trees that will be cleared by the weekend.

Contractor Site Issue – 9	Pep Alarms – 87	Sandbag Question – 56
Sewer Backup in House – 17	Sewer Backup in Yard – 3	Shelter Question – 12
Street Flooding – 6	Streetlight Out – 1	Street Sign Down – 4
Tree Down Blocking Road – 7	Tree Down from Private Property - 6	
Tree Down on Property from City Property - 10	Storm Code Issue - 4	

The Palm Coast Connect app is now available in both the Apple and Google Play App Stores.

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255 Cats

100 DOGS

5 Domestic

Animals ready for homes

Last week's hurricane preparations were a mix of trepidation, hurry up and wait, and even jokes (My favorite were the Jim Cantori weather channel Memes). As hard as it was on us, it was even crazier for a large group of Flagler County emergency management personnel, as well as other government employees and volunteers that put in countless hours and tremendous expertise, all with the mission of keeping us safe.

In cases of emergencies, Flagler Humane Society has the responsibility of opening the pet friendly evacuation shelter(s) at Bunnell Elementary and Rymfire Elementary. As soon as there is a threat, I am in constant contact with personnel at Flagler Emergency Operations Center (EOC). There are planning meetings and conference calls throughout the days leading up to a hurricane hit. Saturday, after one such conference call, I received a text from Laura Nelson, Senior Emergency Management Planner. The text read "Can someone bring a dog by?" Seems that some of the workers, tired and stressed just needed something to lift their spirits.

FHS's Lynn Myers brought Sperry and Cheddar to their rescue. Sperry is a 7 year old pit/sharpei mix and an FHS employee. Sperry goes to events and educates people about how dogs who look like her can be sweet and gentle. Cheddar is a middle aged blind Chihuahua mix with an upbeat personality. Lynn, Sperry and Cheddar spent a couple hours at EOC. Sperry gave out kisses, Cheddar was passed around. By the time they left, the once tired and stressed out faces had become smiling faces. Especially Lea Tardanico, an Emergency Management Planner. Lea had been having a particularly tough time coping with the stress of the impending storm and the never-ending responsibilities associated with it. Cheddar took the stress away, even temporarily. The next morning I received another message from EOC. "Please bring kittens."

Two kittens were delivered to EOC and we took Cheddar to see Lea too. Three hours later I went to pick them up. Cheddar was helping to man the phones. One kitten was busy tipping over trash cans, making people giggle and one kitten was sound asleep in a lap. Clearly, the animals had done their jobs again. Now when I walk into EOC for meetings, I am greeted with "How's Sperry?" "Did the kittens get homes yet" and "I love Cheddar".

Studies prove that spending time with animals indeed lowers blood pressure. Petting a cat or dog feels good. It helps your body release a relaxation hormone, and cuts down on levels of a stress hormone.

With so much confusion these days of what exactly constitutes a therapy dog, I can tell you very unofficially that every dog is a therapy dog. Oh yeah, and Lea is adopting Cheddar.

Pet of the Week



Adoption specialist:

Savannah Pressley & Samantha Deeley
adopt@flaglerhumanesociety.org

Outreach Manager:

Amy W. Carotenuto, Executive Director
acarotenuto@flaglerhumanesociety.org