



ANNUAL REPORT



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MESSAGE FROM THE ACTING CITY MANAGER

2024 was a year of momentum, milestones, and magic—and I couldn't be prouder of how far we've come together. Whether it was breaking ground on major projects, welcoming new businesses, or lighting up the night sky with community celebrations, we've been busy charting the course toward a stronger, more vibrant future.

From the launch of cutting-edge companies like Astor Defense USA and DC Blox, to upgrading essential infrastructure across our neighborhoods, we've been laying the foundation for big dreams and bold progress.

Public safety took center stage too, with enhanced partnerships and state-of-the-art upgrades ensuring our community remains one of the safest places to call home.

But 2024 wasn't all hard hats and ribbon cuttings—it was also a year of unforgettable memories. Our 25th Anniversary celebration brought thousands of residents together in joy and unity. We danced under the stars at the Starlight Parade, cheered on fireworks at United Flagler 4th, and even made waves at the Holiday Boat Parade.

These accomplishments weren't just lines on a to-do list—they were fueled by the passion, energy, and ideas of our people. Palm Coast is more than a city; it's a community that shows up, leans in, and lifts each other higher. And that's what makes all the difference.

As we turn the page to 2025, I'm beyond excited for what's ahead. We're not just planning—we're propelling forward. Together, we're writing the next chapter in a story that's uniquely Palm Coast: resilient, inclusive, and full of heart.

Let's keep the momentum going.



**ACTING CITY MANAGER
LAUREN JOHNSTON**

CITY LEADERSHIP



MIKE NORRIS
MAYOR



TY MILLER
COUNCIL MEMBER - DISTRICT 1



THERESA PONTIERI
COUNCIL MEMBER - DISTRICT 2



RAY STEVENS
COUNCIL MEMBER - DISTRICT 3



CHARLES GAMBARO
COUNCIL MEMBER - DISTRICT 4

OUR BELIEFS

Vision



A multigenerational community recognized as one of Florida's premier cities that values:

- Building a diverse, sustainable economic base to support innovation while providing necessary infrastructure and services.
- Providing exceptional amenities and standards that support a high quality lifestyle and promote cultural activities.
- Protecting the environment and beauty of Palm Coast while conserving natural resources.



Mission



Delivering exceptional service by making citizens our priority.



Values



Pride, **A**ccountability, **L**eadership, **M**otivated,
Collaborative, **O**wnership, **A**chievement, **S**tewardship, **T**rust

PILLARS OF PRIORITIES



STRONG RESILIENT ECONOMY

Support the expansion and smart growth of both population and businesses to ensure success locally as well as regionally. Improve financial strengths within the City to promote fiscal responsibility and secure future stability.



SAFE & RELIABLE SERVICES

A safe community for all is the catalyst to ensure that residents and regional visitors experience exceptional quality amenities year-round. Recruiting and retaining a quality, talented workforce to maintain uninterrupted services to the citizens.



CIVIC ENGAGEMENT

Build a cooperative and trusting relationship between the City and the community. Promote the opportunity for communication between the decision-makers. Enhance existing channels through which accurate and timely information is disseminated from the City. Increase the public's understanding and support of the City's goals and strategies.



SUSTAINABLE ENVIRONMENT & INFRASTRUCTURE

Build and effectively manage sustainable infrastructure that promotes clean water, safe streets, and green infrastructure. Anticipate the need for additional services and infrastructure. Continue to provide opportunities for development. Maintain visual appeal by caring for our land, water, air, and wildlife.

BUDGET OVERVIEW

The City of Palm Coast remains committed to responsible financial stewardship, maintaining a strong financial position with zero municipal debt.

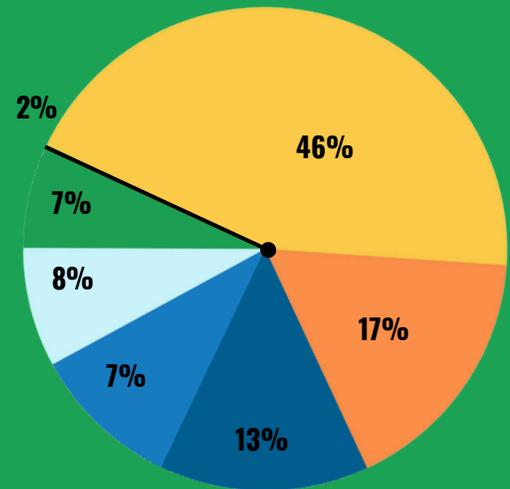
City Council and staff prioritize transparency, ensuring tax dollars are managed wisely. The budget increased from fiscal year 2023 to 2024, supporting essential services and community investments.

Property tax revenue funds critical services like fire protection, law enforcement, and road maintenance. Sales tax revenue supports capital improvements, including parks, roads, and new athletic fields, enhancing residents' quality of life.

BUDGET BY FUND TYPE

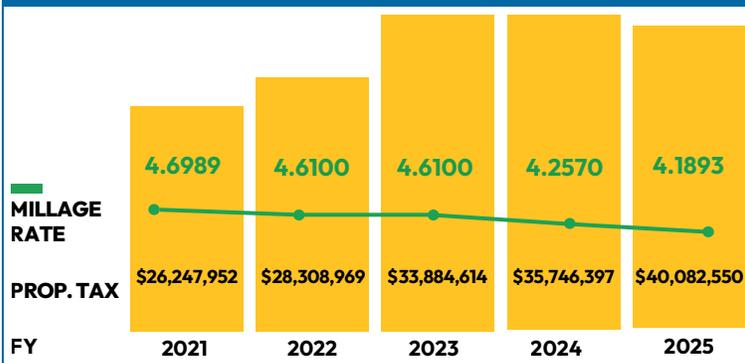
FUND / DEPARTMENT	FY 2025
General Fund	61,191,673
State Road 100 Community Redev. Fund	3,581,603
Streets Improvement Fund	8,058,958
American Rescue Plan Act Fund	6,718,662
All Other Special Revenues Fund	2,701,405
Special Revenue Funds	21,060,628
Town Center Impact Fee Fund	900,000
Fire Impact Fee Fund	16,180,000
Recreation Impact Fee Fund	4,660,646
Transportation Impact Fee Fund	41,930,835
Capital Projects Fund	19,082,943
Capital Funds	82,804,424
Development Special Projects	50,000
Information Technology Enterprise Fund	982,823
Building Permits Fund	4,219,923
Collections and Sanitation Fund	18,646,141
Stormwater Management Fund	47,125,884
Water / Wastewater Capital Projects Fund	83,838,019
Water / Wastewater Utility Fund	71,330,784
Proprietary Funds	226,143,574
Internal Services Fund	30,351,422
Subtotal Budget All Funds	421,551,721
Less: Interfund Transfers & Internal Changes	48,755,174
Total (\$)	372,796,547

GENERAL FUND TAXES SERVICES PROVIDED THROUGH PROPERTY TAXES & STATE REVENUES



7% Administration 13% Community Development
 7% Parks & Recreation 17% Public Works Streets
 8% Parks Maintenance 46% Fire & Law Enforcement
 2% CRA

PROPERTY TAX HISTORY (BY FISCAL YEAR)



TAXABLE VALUE & MILLAGE BY FISCAL YEAR

FISCAL YEAR	PROPERTY VAL.	MILLAGE RATE	AD VALOREM
2025	\$9,959,039,986	4.1893	\$ 40,111,579
2024	\$ 8,746,964,994	4.2570	\$ 35,808,238
2023	\$ 7,656,501,768	4.6100	\$ 33,835,534
2022	\$ 6,396,639,746	4.6100	\$ 28,308,969

CAPITAL IMPROVEMENT PLAN FY 2025

FUND/ DEPARTMENT

FY2025

CAPITAL PROJECTS FUND

Fire Station 25	\$ 810,000
Network & Facilities Security Upgrades	\$ 2,625,000
Maintenance & Operations Complex	\$ 10,708,499

STREETS IMPROVEMENT FUND

Traffic Signals	\$ 1,390,000
Street Rehab & Renewal	\$ 6,293,958

TRANSPORTATION IMPACT FEE FUND

Belle Terre Safety Improvement	\$ 5,803,835
Whiteview Safety Improvements	\$ 7,200,000
Old Kings Road North Widening	\$ 8,677,000
Matanzas Woods Parkway Extension	\$ 13,300,000

RECREATION IMPACT FEE FUND

Grand Swamp Trail Phase 2	\$ 700,000 ¹
Long Creek Nature Preserve	\$ 1,069,510

WASTEWATER CAPITAL PROJECTS FUND

Lift Station Upgrades / Improvements	\$ 1,619,523
Water Mains	\$ --
Wellfields and Wells	\$ 5,595,000
Wastewater Treatment Plant #1 Expansion / Upgrades	\$ 4,800,000
Water Treatment Improvements	\$ 10,450,000
Wastewater Treatment Plant #2 Expansion	\$ 10,500,000
Force Mains	\$ 11,886,880

STORMWATER FUND

P-1 Weir Replacement	\$ 1,460,000
London Waterway Expansion	\$ 2,771,442
Pipe Inspections and Lining	\$ 4,325,000
Blare & Colbert - Capacity Improvements	\$ 5,000,000
K-Section - Drainage Improvements	\$ 6,500,000

FIRE IMPACT FEE

Fire Station #22	\$ 8,050,000
Fire Station #26	\$ 8,100,000

CITY CLERK



The City Clerk offers a variety of services to the public, City Council, City Manager, and staff. Appointed by and reporting directly to the City Manager, the Clerk also serves as the qualifying officer for individuals running for Mayor or City Council. The City Clerk's Office is essential in maintaining public records, supporting City Council operations, and overseeing City elections.

In Fiscal Year 2024, the office processed 740 public records requests, including 180 in the fourth quarter. The office also prepared 49 agenda packets with a total of 573 agenda items throughout the year, ensuring smooth and efficient City Council meetings.

In the elections process, the City Clerk's Office worked closely with the Flagler County Supervisor of Elections for the 2024 elections, which included candidates for the Office of Mayor and City Council Districts 1 and 3. A total of 12 candidates ran in these elections, and a new candidate handbook was created to assist future candidates.

Additionally, the office prepared 153 documents for recording with the Flagler County Clerk of Court, bringing the total for FY 2024 to 475 documents.

The City Clerk's Office continued to support transparency, compliance, and efficient operations in FY 2024, with significant contributions to public records management, City Council meetings, and election coordination.



COMMUNICATIONS & MARKETING

376

NEWS
RELEASES
PUBLISHED

482K

SOCIAL
REACH

150

VIDEOS
CREATED

The Communications and Marketing Department connects residents, businesses, and visitors with the City of Palm Coast through media relations, social media, video, design, emergency communications, and more.

In 2024, the department celebrated a milestone year by leading communications for the City's 25th Anniversary. This included launching a dedicated anniversary webpage, coordinating promotions for community-wide events like the Starlight Parade and Tree Lighting Ceremony, and producing the "Resident Reflection" video series that captured stories from long-time locals. These efforts helped foster community pride and highlight Palm Coast's journey over the past quarter-century.

Communications also played a pivotal role in the Imagine 2050 Comprehensive Plan update, using videos, digital surveys, town halls, and workshops to actively involve residents in shaping the city's future. The department created accessible tools and content that simplified complex planning topics, helping ensure that every voice could be heard in this vision-setting process.

During Tropical Storms Debby and Helene, the team launched proactive emergency communication campaigns in coordination with Flagler County Emergency Management. This included timely updates on sandbag availability, trash pickup changes, flood mitigation efforts, and safety tips across all communication channels to keep residents informed and prepared.

The team also introduced Palm Coast Progress, a new initiative designed to keep residents updated on capital improvement projects. Website traffic increased by 56% and social media followers grew by 6.7%, a reflection of the department's successful outreach and campaign strategies.

With a focus on transparency, community engagement, and innovation, the Communications and Marketing Department continues to strengthen connections and celebrate the people, progress, and future of Palm Coast.



COMMUNITY DEVELOPMENT



PERMITS
ISSUED



ANIMAL
LICNESES
ISSUED



DEVELOPMENT
ORDERS
PROCESSED

The Community Development Department is a community and customer service-focused department consisting of three main divisions: Planning, Building, and Code Enforcement. The department plays a vital role in guiding well-planned growth and regulating development to protect the City's natural resources, public health, safety, and welfare.

In 2024, the department continued its tradition of engaging with the community through significant events such as the Intracoastal Waterway Cleanup and the 19th Annual Arbor Day Celebration. The Intracoastal Waterway Cleanup saw 275 volunteers come together to collect a total of 2,050 pounds of trash from Palm Coast's parks, trails, and waterways. Arbor Day, held on May 4th, was another great success, with 400 trees distributed to residents, 500 butterflies released, 3,200 pounds of paper recycled, and 1,000 pounds of non-perishable food collected to help feed 25 Flagler County families.

Throughout the year, the department remained committed to delivering high-quality service by ensuring employees attended training seminars to stay current with industry standards. The team's dedication was reflected in the completion of 22,374 building plan reviews and 65,780 building inspections. The year also saw continued private investment in the community, with \$1.02 billion contributed toward growth and development.

From planning and development to building inspections and code enforcement, the Community Development Department remains dedicated to working with residents and local leaders to build a stronger, more vibrant future for all of Palm Coast.



CUSTOMER SERVICE



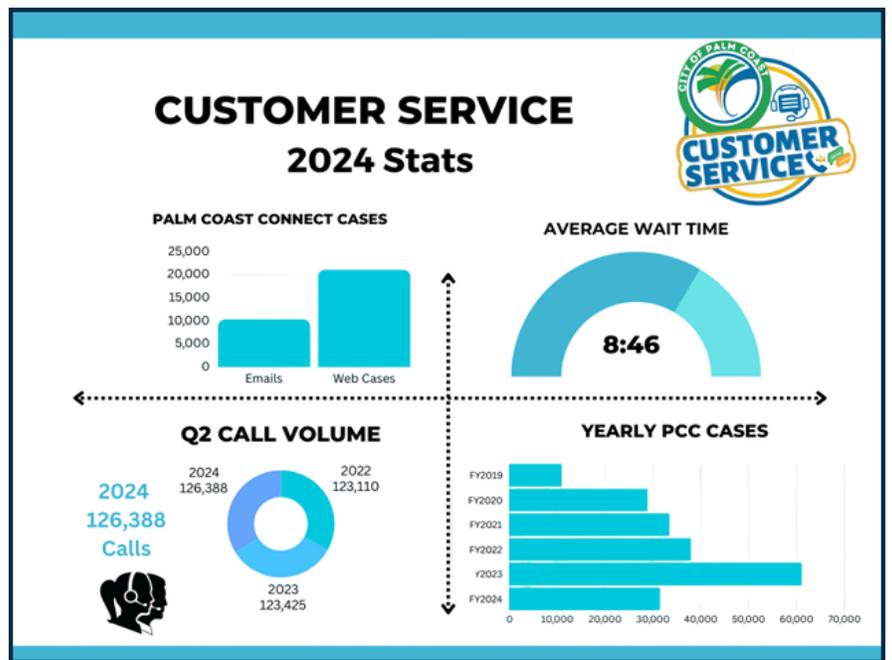
The Customer Service Division focuses on innovative, efficient methods to notify residents about utility bills, reducing costs associated with paper and postage.

This year, the Customer Service Division made significant advancements in improving communication and efficiency through new technologies.

In partnership with the IT department, a new text messaging feature was introduced, allowing residents to submit cases directly without waiting on hold. This initiative led to a reduction in daily call volume by 10-20 calls, providing residents with a more seamless experience and easing congestion in the call center.

Another key initiative was the implementation of Amazon Q, an AI-powered tool that supports customer service representatives with faster access to information. This innovation has streamlined service delivery, helping to shorten call times and enhance the quality of customer interactions.

Additionally, the division worked with the advanced metering system to proactively alert residents about potential water leaks. As a result, 90% of residents contacted responded quickly to address issues, contributing to significant water conservation efforts across the community.



The Customer Service Division remains dedicated to enhancing the overall customer experience. As the face of the city, the division is continuously developing and implementing new tools and strategies to serve residents more effectively, fostering meaningful and positive interactions with the Palm Coast community.

FINANCIAL SERVICES



**FY 2024
BUDGET**



**TRAINING HOURS
COMPLETED**



**YEARS BEING AN
AWARD RECIPIENT**



The Financial Services Department provides a comprehensive range of services, including treasury management, payroll, utility billing, auditing, financial reporting, long-term financial planning, debt management, and more.

The department remains committed to developing a high-quality team to deliver the best financial services. Staff collectively completed numerous training hours throughout the fiscal year, covering essential topics such as accounting, procurement, payroll, fraud prevention, and investment management.

In 2024, the Government Finance Officers Association of the United States and Canada (GFOA) awarded the City of Palm Coast a Certificate of Achievement for Excellence in Financial Reporting for the 21st consecutive year. Additionally, the City received the Distinguished Budget Presentation Award for the 21st consecutive year, reaffirming the high standards upheld in financial planning and transparency. Palm Coast was also recognized as a Triple Crown Winner by the GFOA, a designation earned by only 317 governments nationwide.

The Budget and Procurement Office continued to excel, earning the Florida Association of Public Procurement Officials (FAPPO) Award of Excellence in Public Procurement for the fifth consecutive year. This award highlights the City's commitment to procurement best practices, efficiency, and transparency.

Financial Services remains dedicated to identifying opportunities for innovation and efficiency. This year, the department introduced a Payment Manager program, aimed at streamlining payment processing and reducing manual workloads. Additionally, new Enterprise Resource Planning (ERP) modules were implemented, including Position Control Budgeting and Inventory Management, enhancing financial oversight and accuracy.

Through these initiatives and ongoing efforts, Financial Services continues to raise the bar in providing exceptional service to the residents and stakeholders of Palm Coast.



FIRE DEPARTMENT



FIREFIGHTERS



STATIONS



**VOLUNTEER
FIREFIGHTERS**

Since 1973, the Palm Coast Fire Department has been dedicated to ensuring the safety and well-being of its residents by delivering the highest level of service in fire prevention, public education, fire suppression, and emergency medical services.

In 2024, the Palm Coast Fire Department responded to 16,699 calls for service, marking the highest twelve-month call volume in the department's history, with a 25% increase from 2022. This rise was driven by the city's growth and the addition of the southern response area in June 2023.

A significant milestone was the dedication of Fire Engine 23 in memory of Sergeant Lukas T. Stanford, a local hero whose family resides in Palm Coast.

Additionally, the department continued its long-standing tradition of community engagement, hosting events such as the Firefighter Kids Camp, Fire Prevention Week, and the Tunnel to Towers 5K, while also introducing a new fire safety mascot, Blaze the Fire Prevention Alligator.

The department also focused on professional development and innovation. Battalion Chief Dave Faust graduated from the National Fire Academy's prestigious Executive Fire Officer Program, while multiple firefighters achieved certifications in confined space rescue, paramedic school, and leadership training. PCFD further advanced its use of technology, leveraging GIS data for response planning and developing a heat map to optimize resource allocation.

The department's intern and volunteer programs remained a cornerstone of recruitment and retention efforts, with the successful hiring of several firefighter interns into full-time positions. In succession planning, the department worked to train personnel for leadership roles, ensuring continuity in staffing as the city grows.

The Palm Coast Fire Department remains steadfast in its commitment to protecting lives and property, adapting to the city's evolving needs while maintaining the highest standards of service.

HUMAN RESOURCES



The Human Resources Department provides the structure and ability to meet business needs by managing the City’s most valuable resource – our employees. HR oversees a broad range of functions including staffing and workforce planning, compensation, benefits, labor relations, policy development, succession planning, personnel training and development, and safety and risk management.

In 2024, Human Resources continued its mission to foster a diverse, talented, and engaged workforce. A significant highlight was the implementation of a new performance management system in MUNIS, enhancing employee evaluations with structured feedback and goal-setting.

The department worked year-round to promote employee well-being and engagement through initiatives like the Biggest Loser Challenge, which encouraged 47 participants to prioritize health. The Employee Honors Event celebrated years of service, while Public Service Appreciation Week brought staff together with a breakfast hosted by department directors.

The City introduced the Day Maker Employee Recognition Program, a peer-nominated initiative celebrating outstanding contributions. After a hiatus, Take Our Daughters and Sons to Work Day returned, offering 20 children a unique behind-the-scenes look at City operations. Quarterly Lunch & Learns covered topics such as cancer prevention, diabetes awareness, and stress management.

The department also participated in two job fairs, helping to strengthen the City's recruitment efforts and connect with top talent.

The Human Resources team remains committed to creating a supportive, inclusive, and safe workplace rooted in credibility, fairness, respect, and service. In 2024, their work not only supported day-to-day operations but also advanced the City’s long-term vision for employee engagement and organizational excellence.



INFORMATION TECHNOLOGY



WEBSITE
VIEWS



SERVICE
TICKETS
COMPLETED



CASES
CREATED
THROUGH PC
CONNECT

The City of Palm Coast Information Technology (IT) Department is committed to serving the business operations of the City by providing enterprise-wide system solutions and quality customer service to ensure the efficient use of technology resources and investments.

In 2024, the IT Department handled more than 10,000 service desk tickets, maintaining a 95% customer satisfaction rate throughout the year. The department also achieved several major accomplishments aimed at improving efficiency, infrastructure resilience, and user experience across the organization.

A key milestone was the hiring of the City's first IT Project Manager, establishing a structured project management framework that is already improving cross-departmental collaboration. Another standout highlight was Monica Diaz being named Employee of the Month in April for her exceptional GIS work supporting the Fire Department's emergency response solutions.

The department completed a major hardware and network buildout at the Southern Recreation Center, supported Utility SCADA software upgrades, and expanded the City's enterprise fiber network. This included establishing a robust SCADA fiber ring and connecting critical infrastructure sites to ensure redundancy and security.

Cybersecurity remained a top priority with successful implementation of single sign-on (SSO), updates to policies and software, deployment of new employee ID badges, and a citywide cybersecurity tabletop exercise hosted in collaboration with CISA.

IT also continued its efforts to improve citizen engagement and service delivery. Enhancements were made to Palm Coast Connect, including improved email templates, survey revamps, and work on a mobile application. A new event portal was launched for the SERT Team, and the department deployed AI call center analytics to enhance customer service interactions.

GIS expanded its support for stormwater mapping, land rights documentation, and emergency response solutions, and launched an interactive tool to help the Fire Department visualize service gaps. Staff also earned professional certifications and represented Palm Coast at state-level GIS forums.

In 2024, the IT Department demonstrated leadership, innovation, and resilience—positioning Palm Coast for continued success in digital infrastructure and service delivery.



PARKS & RECREATION



**ACTIVE
PARKS**



**MILES OF
TRAILS**



**COMMUNITY
EVENTS**

The mission of the City's Parks & Recreation Department is to make Palm Coast a great place to live, visit, and recreate!

Our staff encourages residents to Explore, Connect, and Play through facilities and programs for everyone. With golf, tennis, aquatics, pickleball, athletics, summer camp, history, the arts, and much more across four recreation facilities, 13 parks, and 130+ miles of trails.

In 2024, the Parks & Recreation Department hosted or assisted with 28 special events, including Egg'Stravaganza, Movies in the Park, Food Truck Tuesdays, Memorial Day, Veterans Day, and the inaugural Palm Coast Concert Series.

The department experienced an increase in participation, with over 80,000 residents attending 387 various programs hosted at the Palm Coast Community Center, Southern Recreation Center, Palm Coast Aquatics Center, Indian Trails Sports Complex, Palm Harbor Golf Course, and parks and trails. Notably, we introduced 20 new programs such as Table Tennis, 35 and Over Basketball, Adaptive Tennis, and Mini Golfers.

This year we held the opening of the Southern Recreation Center and Lehigh Trailhead, adding 12 pickleball courts, a permanent clubhouse, dog park, and community gardens. Additionally, partnerships with local organizations helped install three Little Free Libraries®, the City's first permanent StoryWalk®, and enhancements to the Shirley Chisholm Trail with inspiring mile markers. Parks staff remains dedicated to bringing the citizens of Palm Coast quality recreation experiences and improving the quality of life through facilities and programs.



PUBLIC WORKS

1431

WORK ORDERS
RESPONDED TO

1M

SAVED BY
SPECIAL
PROJECTS

120,050

POUNDS OF LITTER
REMOVED

The City of Palm Coast Public Works Department provides many of the vital services residents and business owners rely on every day. In 2024, the department continued its mission to "Deliver Excellence Today, Improve for Tomorrow," completing several impactful projects and initiatives across multiple divisions.

This year, Public Works completed several major projects, including:

- A full regrade and upgrade of the sports fields at Ralph Carter Park, saving the city over \$1 million by performing the work in-house
- Demolition and site preparation at the Southern Recreation Center for five new tennis courts, resulting in significant cost savings
- Concrete sidewalk repairs at Belle Terre Parkway and sidewalk/ADA mat inspections throughout the city
- Extensive asphalt repairs and pothole patching, including Florida Park Drive and Belle Terre near Bayside Drive
- Citywide traffic signal maintenance and emergency signal repairs, including mast arm response on SR100

The department also strengthened its commitment to community engagement and safety. The Keep Palm Coast Clean program saw hundreds of volunteers collect over 2,250 pounds of litter throughout the year. Public Works also supported city events like the Summer Concert Series, Intracoastal Waterway Cleanup, and July 4th operations.

Training and safety were top priorities in 2024. The department held its first-ever Public Works Training Day, offered CDL and heavy equipment certification programs, and emphasized mental health and disaster preparedness training. This resulted in a continued reduction in workplace injuries.

The Neighborhood and Median Mowing crews collectively maintained thousands of miles of city green space, and the Quick Response Team tackled hazardous tree removals, storm cleanups, and fire mitigation efforts with exceptional speed and care.

Fleet operations were enhanced by new technician training, the successful launch of a customer portal in the fleet management system, and a surplus equipment auction that generated over \$730,000. Facilities Maintenance completed over 188 work orders and made key improvements across multiple buildings.

With 1,106 total work orders closed out and consistent KPI achievement in areas like mowing rotation and work order response times, Public Works remains a cornerstone of Palm Coast operations. In 2024, the department once again proved it's not just keeping up with the demands of a growing city—it's setting the pace.

STORMWATER & ENGINEERING

3,299

**CULVERTS
CLEANED**

42

**MILES OF
SWALES
REGRADED**

30

**MILES OF
DITCHES
REGRADED**



In 2024, the Stormwater & Engineering Department continued its mission to maintain, enhance, and expand the city's infrastructure while improving stormwater management and resilience.

This year, the department successfully completed numerous high-impact capital improvement projects, including:

- Palm Harbor Golf Pedestrian Bridge Replacement
- Completion of the London Waterway Excavation
- Completion of the Holland Park Splash Pad
- Installation of 4,311 linear feet of new stormwater pipe
- Completion of the Lehigh Trailhead Construction
- Completion of L-4 Weir Replacement
- Completion of 13 trenchless pipe lining projects

In addition to infrastructure projects, the department made strides in community engagement, customer service, and education. The team launched stormwater awareness initiatives, participated in outreach events like the Intracoastal Waterway Cleanup, and created a series of educational videos for residents.

Internally, the department emphasized staff development through training in airboat operation, heavy equipment handling, and stormwater certification courses. Promoting a strong internal culture, multiple team members were promoted, and Eric Gebo was honored as July's Employee of the Month for his exemplary work on the Holland Park Splash Pad project.

The Stormwater & Engineering Department remains dedicated to delivering superior flood protection, infrastructure planning, and sustainable development. By improving internal processes and staying focused on both the present and future needs of the city, the team continues to ensure a high quality of life for Palm Coast residents.



UTILITY

3,578 B

GALLONS OF
WATER PRODUCED
& TREATED

2.96 B

GALLONS OF
WASTEWATER
TREATED

1,786

NEW RESIDENTIAL
WATER METERS
INSTALLED

The Palm Coast Utility Department remains dedicated to providing safe, reliable, and sustainable water services to the community. With three water treatment plants, two wastewater treatment facilities, and an extensive pipeline network, the department ensures high-quality service while consistently meeting all federal and state water quality standards.

In 2024, the department managed significant growth, adding new service connections while maintaining financial stability despite rising costs for supplies, chemicals, and fuel. Through careful budget management, it continued to operate efficiently while investing in key infrastructure improvements.

The department made significant strides in infrastructure enhancements, including the rehabilitation of softening reaction basins and sludge thickeners at Water Treatment Plant #1, as well as the installation of a new ozone chiller at Water Treatment Plant #3. These upgrades ensure the longevity and efficiency of the city's water treatment systems. Operational improvements also led to an eight-million-gallon monthly reduction in unnecessary water flow, while new chloramine testing procedures enhanced disinfection efficiency and minimized the risk of nitrification.

Beyond infrastructure, the department expanded its advanced metering system software, allowing for early leak detection and proactive customer outreach. As a result, 90% of notified residents addressed their leaks promptly, reducing water waste and promoting conservation. Staff also participated in the Wastewater Enhancement Planning Summit at the University of Florida and engaged with regulatory agencies, including the EPA, to explore funding opportunities for future improvements.

As Palm Coast continues to grow, the Utility Department remains committed to innovation, efficiency, and sustainability. Through continued investment in infrastructure, operational improvements, and community engagement, it ensures that residents receive safe, high-quality water services now and into the future.

UPCOMING CITY EVENTS

2025

May

Arbor Day | Touch-A-Truck | Pool Safety Day Memorial Day Ceremony

July

United Flagler 4th | Fireworks Over the Runways | Tour De Palm Coast

September

Intracoastal Waterway Cleanup | Senior Games

October

Pink On Parade 5K | Hall of Terror

November

Veterans Day Parade | Tree Lighting Ceremony | Feet to Feast 5K

December

Starlight Parade | Holiday Boat Parade

GET INVOLVED!

Attend City Council Meetings



[View Upcoming Meeting Schedule](#)



Join a Parks & Rec Program



Explore *Connect* Play

[Fun for all ages at parksandrec.fun](https://parksandrec.fun)



Register for

CITIZEN'S ACADEMY

Become a Palm Coast Ambassador



CONNECT WITH US!

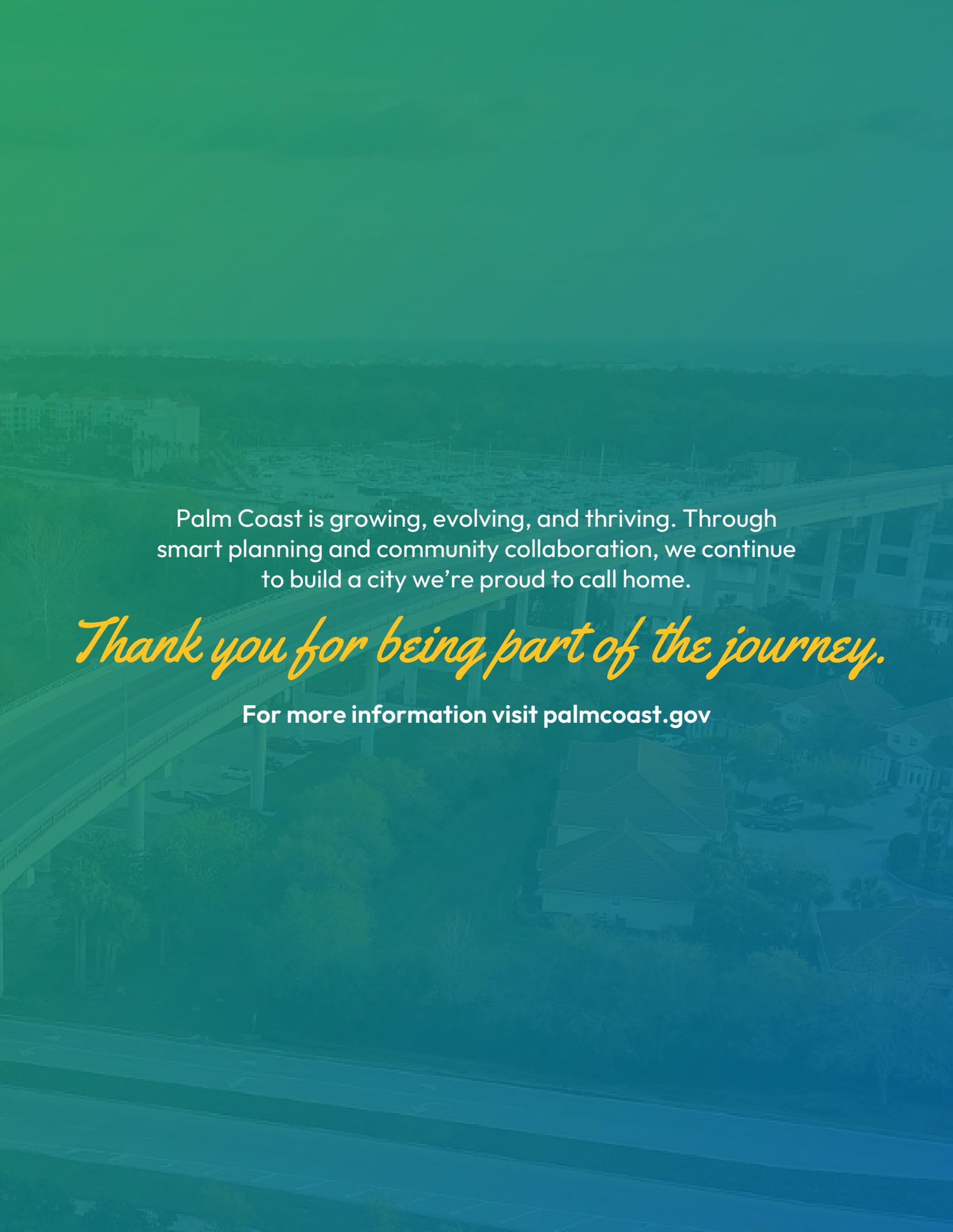
Palm Coast Connect is the easiest way to report concerns and request services from the City of Palm Coast.

 palmcoast.gov/Connect



QUICK CONTACT NUMBERS		
Fire Department	386-986-2300
Customer Service	386-986-2360
Code Enforcement	386-986-3764
Animal Control	386-986-2520
Planning & Zoning	386-986-3736
Building & Permitting	386-986-3780
Parks & Recreation	386-986-2323
Aquatics Center	386-986-4741
Sheriff Non-Emergency	386-313-4911

Follow our Social Channels     

An aerial photograph of Palm Coast, Florida, showing a mix of residential neighborhoods, commercial buildings, and a large marina with many sailboats. The image is overlaid with a semi-transparent teal color. The text is centered in the middle of the image.

Palm Coast is growing, evolving, and thriving. Through smart planning and community collaboration, we continue to build a city we're proud to call home.

Thank you for being part of the journey.

For more information visit palmcoast.gov