



city of
PALM COAST

Public Works Department

To: Lauren Johnston, Interim City Manager

Date: 10/6/2025

Department: Public Works Department

Director: Matthew Mancill

Reporting Period: 4th Quarter FY2025

Delivering Excellence Today, Improving for Tomorrow!

Directors Comments:

This quarter marks the successful close of an exceptional fiscal year for the Public Works Department, characterized by operational resilience, cross-divisional collaboration, and significant progress toward our strategic goals. Throughout FY2025, our teams demonstrated remarkable dedication—recovering swiftly from Hurricane Milton, advancing critical infrastructure improvements, and maintaining the City’s reputation for clean, safe, and attractive public spaces. The Streets Division delivered major sidewalk and asphalt rehabilitation projects, expanded accessibility at the Southern Recreation Center, and supported citywide beautification efforts. The Landscape Division overcame drought, heat, and storm recovery challenges while completing gateway upgrades, irrigation repairs, and large-scale planting projects that enhanced community aesthetics. Our Facilities and Fleet Divisions achieved measurable cost savings through proactive maintenance, in-house repairs, and process efficiencies, while the Sign & Signal Division modernized key intersections and improved pedestrian safety. Residential Collections expanded service to over 46,000 accounts, introduced new compliance initiatives, and engaged residents through successful cleanup events. Most importantly, our employees continued to develop their skills through extensive training and certifications, ensuring a capable, safety-focused, and service-oriented workforce. As we look ahead to FY2026, the department remains committed to continuous improvement, innovation, and the delivery of exceptional public service to the residents of Palm Coast.



City of PALM COAST

Public Works Department

Employee of the Month Program:

Recognizing exceptional dedication and efforts, the department expresses gratitude to Gary Koonce and Dave Blundell who were honored as the Employee of the Month recipients for this quarter. Their outstanding contributions have not only elevated morale but have also set a high standard for excellence within the department.



New Hires:

During this quarter, Public Works welcomed Richard Sanchez, Austin Dunlap, Nicole DiMattina and Kevin Nelson to the team. Their addition significantly enhances the department's capacity to deliver quality services, and we look forward to the valuable contributions they will make to our collective success.



Progress Report



City of PALM COAST

Public Works Department

Retirements:

This quarter we said goodbye to two long-time employees, Mr. Marc Tourville with 11 years of service and Mr. Luis Janero with 12 years of service to the City of Palm Coast. We extend our appreciation for their contributions and wish them all the best in their retirement.



Team Camaraderie:

In addition to our professional achievements, it is essential to highlight the importance of fostering a positive and collaborative work culture. This quarter we celebrated a great summer season with a barbecue. It was a tremendous success, bringing together members of the Public Works family for a delicious meal and a thank you for a job well done during the busy growing season.





City of PALM COAST

Public Works Department

Professional Development: These training initiatives ensure that our team members are well-equipped to handle a wide range of tasks and challenges, enhancing both their expertise and overall effectiveness in serving our community.

CDL License

- Alan Norman
- Derek Akins
- David Grant

Supervisor Training -Daytona State College

- Daniel Bastos
- Marc Nardone
- Feliberto Padilla
- Alyssa Roscoe

Maintenance of Traffic (MOT) Training

- Stormy Phillips
- Alan Norman
- Patrick Autry
- Edwin Callison
- Eugene Poisker
- David Blundell
- Michael Breau
- William Bardo
- Nicholas Capua
- Linda Pierson
- Derek Akins

IMSA Traffic Signal Training

- Daniel Calkins – Inspector Level 1
- Stephen Costello- Field Technician Level II
- Derek Akins – Field Technician Level 1
- Daniel Bastos - Field Technician Level 1
- Kevin Nelson - Field Technician Level 1

IMSA Signs & Pavement Markings

- Derek Akins – Tech I
- Stephen Costello -Signage & Pedestrian Safety

Aquatic Weed Control Short Course

- Nikolai Tarasenko
- Derek Crandall
- Damon Smith
- Jeffrey Gearst
- John Kranz
- Kyle Miller
- Michael Kremposky
- Christopher Rabatin

Flagler County Government Leadership Academy

- Benny Cope

Leadership Intern Training Experience (LITE Team)

- Annie Pereira
- Tom Palmese
- Zachary Cooper

Emergency Vehicle Training (EVT)

- Timothy Parker- F1 & F2
- Jesse Guymon – F1, F2, F3, F4
- Randal Davidson – F4
- Jose Adriano – F1 & F3

Automotive Service Excellence (ASE)

- Jesse Guymon – T1, T2
- Randal Davidson –A4 & T5
- Cole Price – C1



city of
PALM COAST

Public Works Department

DRONE OPERATIONS:

1. Completed pre-storm inspections of all City buildings maintained by Facilities.
2. Captured aerial imagery documenting work progression on the Route 100 beautification project.

Public Works conducts annual pre-storm inspections of all City facilities. These inspections provide critical before-and-after documentation in the event of a major weather event that results in damage. Post-storm inspections are then completed to compare conditions and guide recovery efforts.

Safety Team:

The Public Works Safety Team meets regularly on the first Friday of each month. Safety topics are reviewed and shared during the second week, with this quarter's focus on vehicle safety and awareness. Our department remains committed to maintaining a safe work environment for all staff.

Quarterly PW Injury Report

- Total Injuries Reported: 4

Outreach:

Public Works participated in the Connecting to Palm Coast event, engaging directly with residents and answering a wide range of questions—from general inquiries about our role to specific topics such as trash removal, potholes, and mowing. Citizens also shared an overwhelming amount of positive feedback, expressing appreciation for the city's appearance and the pride reflected in our ongoing beautification efforts. Many compliments were also received on the new Palm Coast and neighborhood signs, highlighting the hard work and dedication of our Public Works team.



City of PALM COAST

Public Works Department

Public Works Key Performance Indicators:

Department KPI	KPI Goal	Quarterly Progress	Fiscal Yr Progress	Comments
Fleet % of preventative maintenance services performed on time	On-time is defined as preventative maintenance performed within 250 miles of the manufacturer's standard interval. Our goal will be to achieve this at least 85% of the time	319 Preventive Maintenance performed. 61 were past schedule	76.36 % on schedule and 23.64% overdue	Fleet continues to make strides, even working with minimum space to meet the demand of the very large fleet vehicles we service. This makes things longer, working outside in the elements, especially in these heightened rainy and very hot months
Mowing rotations will be completed according to schedule. (Reporting in GIS)	Right of way, Neighborhood swales, completed on an 8-week rotation. Neighborhood Mowing is completed on a 6-week rotation Median mowing is completed on a 7-week rotation. Our goal is to achieve that timeline at least 90% of the time throughout the peak growing season	Q-4-89% of ROW mowing occurred on schedule Q-4 100-% of neighborhood mowing occurred on schedule Q 4- 91% of median mowing occurred on schedule		The KPI states that 90% of mowing should occur on schedule We are entering the late season, and the rain continues to slow the progress for cutting certain areas only because of the standing water. Row is at the metric threshold because flooded swales persist
Average work order response time	The goal is to respond within 24 hours and resolve within 7 days	445 Work Orders initiated this Qtr. They have been able to maintain an average response time and completion time of 6.16 hours, from the initiation of the work order, far exceeding the 24-hour and 7-day thresholds		The QRT teams continue to close work orders within the threshold 98% time this quarter, and only with 2% needing scheduling



City of PALM COAST

Public Works Department

Streets Division - Special Projects Operations Report:

Throughout FY2025, the Special Projects Division played a vital role in maintaining and improving the City's infrastructure, with a focus on concrete and asphalt repairs, sidewalk rehabilitation, neighborhood monument signs, trail enhancements, and support for community facilities. The team also demonstrated strong interdepartmental collaboration, assisting other divisions such as Utilities, Parks & Recreation, and Sign & Signal to complete projects efficiently. Despite challenges stemming from storm recovery and aging infrastructure, the crew consistently delivered high-quality work that improved safety, accessibility, and aesthetics for residents and visitors.

Accomplishments:

Storm Recovery & Safety Response

- In October 2024, the team provided critical support following Hurricane Milton, assisting in cleanup and recovery efforts across the city.
- Immediate response included sidewalk, asphalt, and concrete repairs to restore safe access in affected areas.

Southern Recreation Center (SRC) Phase II

- Poured over 100 cubic yards of concrete to complete Phase II improvements.
- Installed trench drains, stadium seating, and base stone for future artificial turf.
- Constructed new 10-foot-wide sidewalks connecting tennis and pickleball courts, enhancing accessibility.
- Installed canopies, aluminum handrails, and supporting infrastructure for expanded recreational use.

Concrete & Asphalt Repairs

- Rehabilitated thousands of square feet of sidewalks across the city, including Belle Terre Parkway, Seminole Woods Parkway, Town Center Boulevard, Palm Coast Parkway, and Forest Grove Drive leading to Matanzas High School.
- Installed more than 115 yards of concrete in Q3 alone, including 21,628 sq. ft. of sidewalk improvements near Matanzas High School and 2,990 sq. ft. on Belle Terre Parkway.
- Performed extensive asphalt repairs, including 43 tons applied citywide in FY2025, addressing roadway damage in neighborhoods P, R, F, W, Z, U, and B sections.
- Completed 302 pothole repairs and 6,003 feet of edge-of-road maintenance to extend roadway life and improve travel safety.

Progress Report



City of PALM COAST

Public Works Department

Trail & Park Enhancements

- Conducted major repairs to Graham Swamp Trail bridges, replacing decayed boards and closing unsafe sections until full renovations were approved by architects.
- Performed grading and drainage improvements at Town Center Stage and Indian Trails Sports Complex to prepare for Musco lighting and expanded recreation facilities.

Neighborhood & Facility Improvements

- Rebuilt or refurbished several neighborhood monument signs, including Cypress Knoll, Indian Trails, Woodlands, and Palm Harbor, enhancing community identity.
- Installed new solar trash cans at City Hall and the Community Center as part of sustainability initiatives.
- Constructed a new Public Works monument sign and administrative office space expansion, supporting improved staff operations.
- Installed privacy fencing and other facility improvements at Public Works storage yards.

Community Engagement

- Designed and constructed the City's Starlight Parade float for the 2024 holiday season, which earned community recognition for the "Best Float" award.
- Participated in the annual Touch-a-Truck event during Public Works Week, showcasing equipment and engaging residents.

Challenges

- Storm Recovery: The aftermath of Hurricane Milton required a significant redirection of resources, delaying some planned projects.
- Aging Infrastructure: Sidewalks, trails, and neighborhood signs across the city continue to require extensive rehabilitation, necessitating long-term planning and prioritization.
- Trail Safety: Severe deterioration at Graham Swamp Trail required temporary closure and professional engineering oversight to ensure safe and lasting repairs.

Key Highlights

- Delivered high-impact sidewalk, asphalt, and concrete rehabilitation projects citywide, with measurable gains in safety and accessibility.
- Completed critical improvements at Southern Recreation Center, expanding recreational opportunities for residents.
- Advanced community identity and beautification through neighborhood monument sign projects.

Progress Report



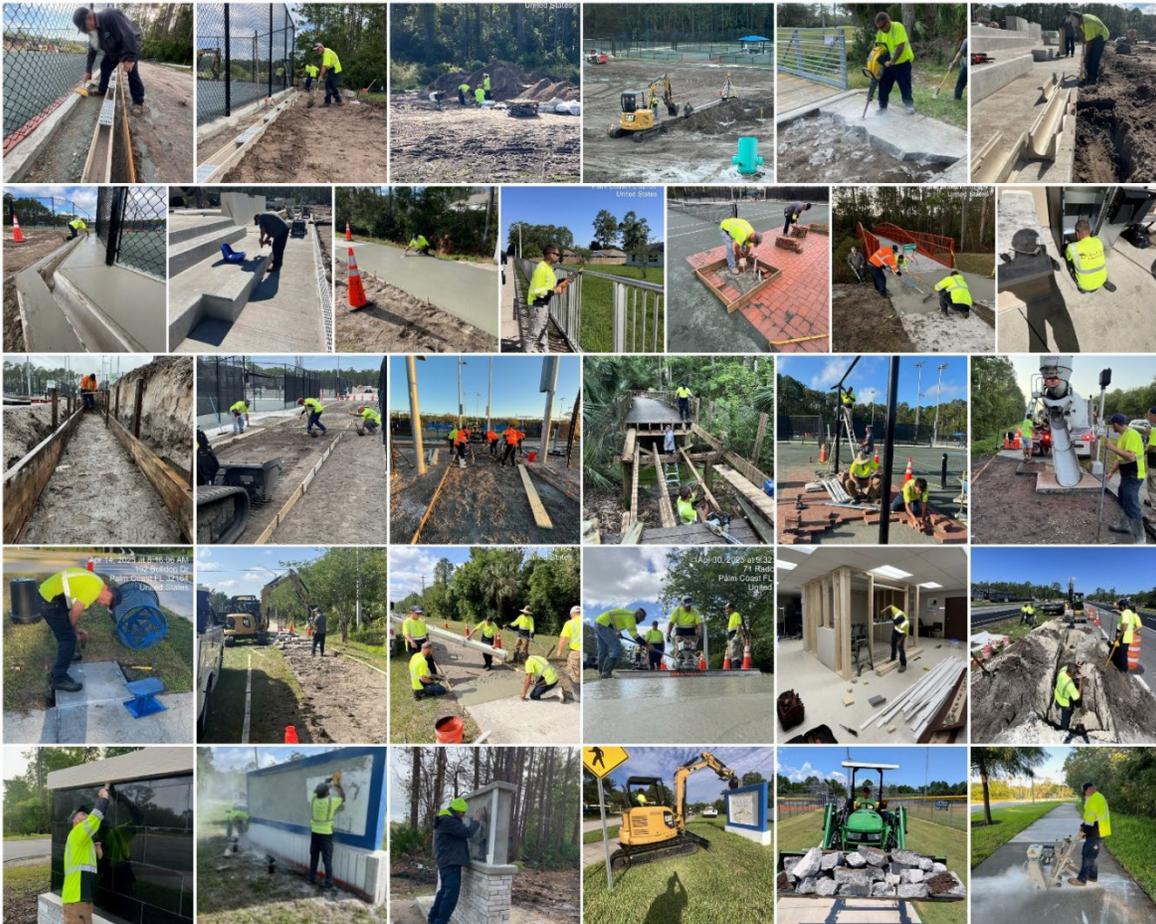
City of PALM COAST

Public Works Department

- Strengthened interdepartmental collaboration, particularly with Utilities and Parks & Recreation, ensuring efficient restoration of infrastructure following underground and facility work.
- Successfully managed both planned capital improvements and urgent, unplanned needs, demonstrating flexibility and commitment.

Conclusion:

FY2025 was a productive and transformative year for the Special Projects Division. From storm recovery and major infrastructure rehabilitation to trail enhancements and community beautification, the team consistently delivered results that improved quality of life in Palm Coast. Their ability to balance ongoing maintenance with large-scale projects highlights their value as a responsive, skilled, and dedicated workforce. Looking ahead, the division will continue focusing on strategic infrastructure improvements while remaining ready to address emerging needs across the city.



Progress Report



City of PALM COAST

Public Works Department

Streets Division – Sign & Signal Operations Report:

The Sign & Signal Division successfully delivered a full year of critical traffic management improvements, safety enhancements, and rapid response operations to support the City of Palm Coast’s infrastructure and residents. Throughout Fiscal Year 2025, the team balanced scheduled upgrades with emergency response, interdepartmental collaboration, and event support. Their efforts focused on upgrading aging infrastructure, enhancing roadway and pedestrian safety, modernizing technology, and ensuring operational readiness during weather-related challenges.

Accomplishments

Traffic Signal & Cabinet Upgrades:

- Completed multiple cabinet replacements and signal head upgrades across key intersections, including Palm Coast Parkway, Belle Terre Parkway, Matanzas Woods Parkway, and Old Kings Road.
- Installed energy-efficient LED signal lights, improving visibility and reducing energy use.
- Responded to emergency replacements, including a lightning-damaged cabinet at Plaza Drive/Boulder Rock and Pine Lakes Parkway/Belle Terre Parkway.

Traffic Calming & Safety Enhancements:

- Installed test traffic calming devices on Florida Park Drive, Forest Grove Drive, Cimmaron Drive, and Farnsworth Drive, in partnership with City traffic engineers.
- Rewired and tested school zone flashers at multiple locations to ensure readiness for the academic year.
- Repaired and replaced pedestrian poles and push buttons to enhance crosswalk safety.

Inspections, Maintenance & Compliance:

- Completed the annual FDOT MMU (Malfunction Management Unit) Certification to maintain state compliance.
- Performed citywide inspections of more than 12,000 regulatory and warning signs.
- Conducted routine signal and sign maintenance, including delineator repairs, graffiti removal, and replacement of damaged stop signs.

Pavement Marking & Sign Fabrication:

- Refreshed striping at City parks and facilities, including Waterfront Park, Holland Park, Ralph Carter Park, Seminole Woods Park, and the Palm Harbor Golf Course.
- Fabricated and installed custom signage for interdepartmental needs, including Public Works, Utilities, Parks, and Stormwater projects.
- Produced emergency “High Water” and “Road Closed” signs to enhance storm readiness.

Progress Report



City of PALM COAST

Public Works Department

Technology & Traffic Studies:

- Installed traffic detection sensors at Cypress Point Parkway and Palm Coast Parkway.
- Conducted traffic studies, including tube counts at Town Center Boulevard and Royal Palms Parkway Extension, to support future planning.

Community & Event Support:

- Provided message boards, traffic control, and logistical support for major city events, including Food Truck Tuesdays, Concerts in the Park, Arbor Day, Memorial Day, the 4th of July Celebration, and the Tunnel to Towers 5K.
- Supported regional events, including Daytona Bike Week and the Potato Bowl at Matanzas High School, in collaboration with the Flagler County Sheriff's Office.

Looking Ahead (FY2026)

The Sign & Signal Division will continue its focus on modernizing infrastructure, with additional cabinet and signal head replacements planned, expansion of school zone safety improvements, and ongoing collaboration with FDOT projects along SR100 and US-1. Pavement marking and emergency preparedness initiatives will also remain a priority, ensuring the City is ready for seasonal weather events while supporting growth and community activities.

Conclusion

Fiscal Year 2025 showcased the Sign & Signal Division's commitment to safety, reliability, and continuous improvement. From major infrastructure upgrades to proactive maintenance and responsive event support, the team demonstrated resilience, professionalism, and dedication to ensuring the City of Palm Coast's transportation systems remain safe, efficient, and future-ready.



Progress Report



City of PALM COAST

Public Works Department

Streets Division – Landscape Division Operations Report:

The Landscape Division successfully delivered another year of impactful maintenance, beautification, and improvement projects that reinforced Palm Coast's commitment to safe, clean, and visually appealing public spaces. Despite challenges from Hurricane Milton recovery, seasonal drought, and periods of extreme heat, crews adapted and maintained a consistent level of service across all major corridors, medians, rights-of-way, and neighborhoods.

Key Accomplishments

- **Storm Recovery & Cleanup:** Early in FY2025, crews completed extensive debris and vegetation cleanup from Hurricane Milton, including removal of storm-related construction and demolition piles, restoring medians and roadways ahead of schedule.
- **Landscape Renovations:** Outdated and overgrown landscape beds were renovated with new plantings such as arboricolas, dwarf roses, blue my mind, lirioppe, and flax lily, enhancing aesthetics and improving traffic safety near Belle Terre Elementary, Indian Trails Middle, and Matanzas High School.
- **Beautification Projects:**
 - Installed palm trees and uplighting at the Old Kings Road/Palm Coast Parkway monument sign.
 - Added new plants and trees along SR100 medians near I-95.
 - Installed new decorative fountains at Palm Coast Parkway, near Walgreens and at the neon sign location improving the city's key gateways.
- **Spray & Irrigation Crew:** Completed full cycles of pre- and post-emergent applications, liquid fertilizers, insecticides, and fungicides to turf and landscaped beds. Ponds across the city were treated for algae blooms and aquatic weeds with eco-friendly methods to maintain water clarity and support aquatic habitats.
- **Managed severe drought conditions** in spring and summer by replacing more than 300 irrigation heads, clearing 500 clogged nozzles, and repairing mainline breaks on SR100 and Belle Terre Parkway. Notably, the crew successfully completed an in-house repair of the well pump on SR100, avoiding the need for outsourcing and saving the City approximately \$30,000.
- **Right-of-Way & Neighborhood Maintenance:** Crews completed scheduled mowing cycles along rights-of-way and neighborhoods, supported by the inmate program. Efforts included remote mowing on I-95/Matanzas Woods Parkway ramps, edging and blowing of more than 50 miles of sidewalks, and guardrail spraying citywide.
- **Tree & Vegetation Management:** The Quick Response Team (QRT) completed hundreds of work orders, removing hazardous trees, trimming low-hanging branches along major sidewalks, and conducting fire mitigation on city properties. The boom axe was deployed on Palm Harbor Parkway and other corridors to clear vegetation and improve sight distances.

Challenges

- **Hurricane Milton Recovery:** Early FY2025 efforts were heavily focused on storm debris removal, temporarily slowing routine detailing.

Progress Report



City of PALM COAST

Public Works Department

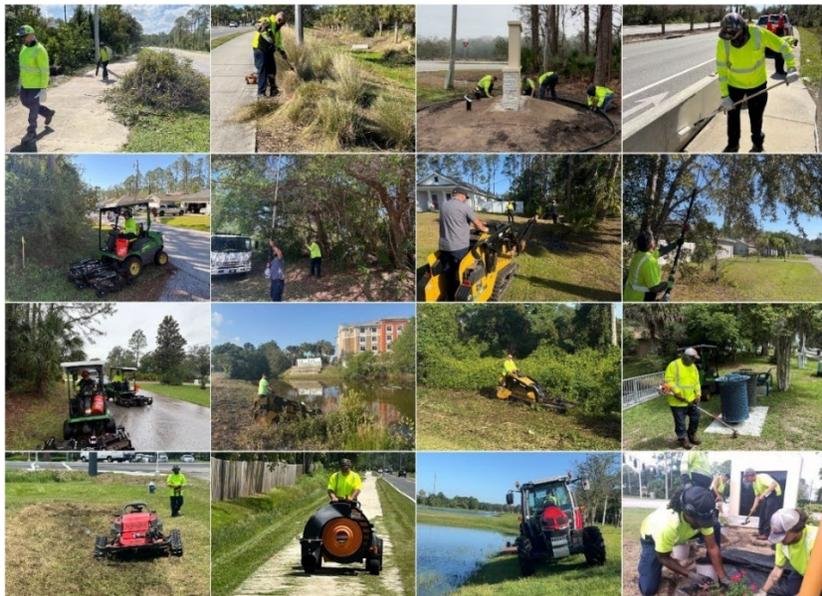
- Drought & Extreme Heat: The spring and summer months brought significant stress to irrigation systems, requiring citywide inspections, emergency repairs, and extensive crew support to prevent landscape loss.
- Rapid Growth from Rainy Season: June and July brought heavy rains, accelerating turf and shrub growth. Crews adapted by reallocating labor and working extended rotations to maintain quality service.

Highlights & Impact

- Over 1,400 work orders were completed during FY2025, including tree removals, irrigation repairs, debris collection, and site-specific requests.
- Landscaping crews maintained consistent citywide mowing and detailing rotations, ensuring high-visibility corridors such as Palm Coast Parkway, Belle Terre Parkway, SR100, and Old Kings Road remained clean, safe, and visually appealing.
- Targeted enhancements, including new plantings, fountains, and lighting at gateway locations, elevated the city's image and improved both daytime and nighttime aesthetics.
- The use of growth inhibitors in shrub detailing was expanded, improving efficiency and reducing long-term maintenance needs.
- The in-house well repair on SR100 stands out as a major cost-saving achievement, demonstrating the division's technical expertise and commitment to fiscal responsibility.

Conclusion

Despite storm recovery efforts, drought, and periods of extreme heat, the Landscape Division successfully delivered on its mission to maintain and enhance Palm Coast's public spaces. FY2025 showcased the Division's adaptability, efficiency, and dedication, ensuring both functional and beautified landscapes that enhance safety, improve community aesthetics, and uphold the City's reputation for excellence—while also generating significant cost savings for residents.



Progress Report



City of PALM COAST

Public Works Department

Facilities Division Operations Report:

The Facilities Maintenance Division made significant progress throughout Fiscal Year 2025 in maintaining and enhancing the City's facilities. By adhering to preventative maintenance schedules, completing inspections, and addressing service requests, the division ensured the reliability, safety, and overall functionality of City buildings and infrastructure.

Accomplishments

- **Work Order Management:** The division successfully managed a total of 798 work orders, 283 of which were internally generated. This included a wide range of repairs, preventative tasks, and improvement projects, reflecting the diverse needs of City facilities.
- **Scheduled Maintenance & Inspections:** Regular inspections and maintenance were performed on emergency generators, HVAC systems, fire suppression systems, and fire extinguishers, reducing reactive repairs and improving system reliability.
- **Fuel Polishing & Treatment:** Completed fuel polishing and treatment of diesel tanks for emergency generators to ensure operational readiness.
- **Roof Repairs & Replacements:**
 - Sealed the roof at Fire Station 22, stopping persistent leaks and extending the roof's service life until the new station is constructed, saving approximately \$30,000.
 - Replaced the Palm Harbor Golf Course roof, preventing potential damage and extending the facility's lifespan.
- **Facility Enhancements:**
 - Installed a new workstation at Fire Station 25, improving office organization.
 - Completed a half-bath remodel at Wastewater Treatment Plant 1 for improved usability.
 - Undertook interior refresh projects at City Hall, including drywall patching, flooring repairs, ceiling tile replacements, and new paint to improve both appearance and functionality.
 - Performed concrete work at the Palm Harbor Golf Course cart path to accommodate electrical upgrades for restrooms.
- **Repairs & Response:** Addressed numerous HVAC issues, overhead door problems, and appliance repair/replacements across fire stations, ensuring uninterrupted service.

Administrative Highlights

- Overhauled the Facilities Maintenance budget to better reflect expenditures and ensure accurate cost allocation across departments.
- Secured a new contract with Accu-Temp Heating & Air for HVAC maintenance and repair across City facilities.
- Renewed and updated the contract with Village Key & Alarm for comprehensive alarm monitoring and repair services.
- Oversaw preventative maintenance contracts, including coordination with vendors for generator servicing and fire suppression system compliance.

Progress Report



City of PALM COAST

Public Works Department

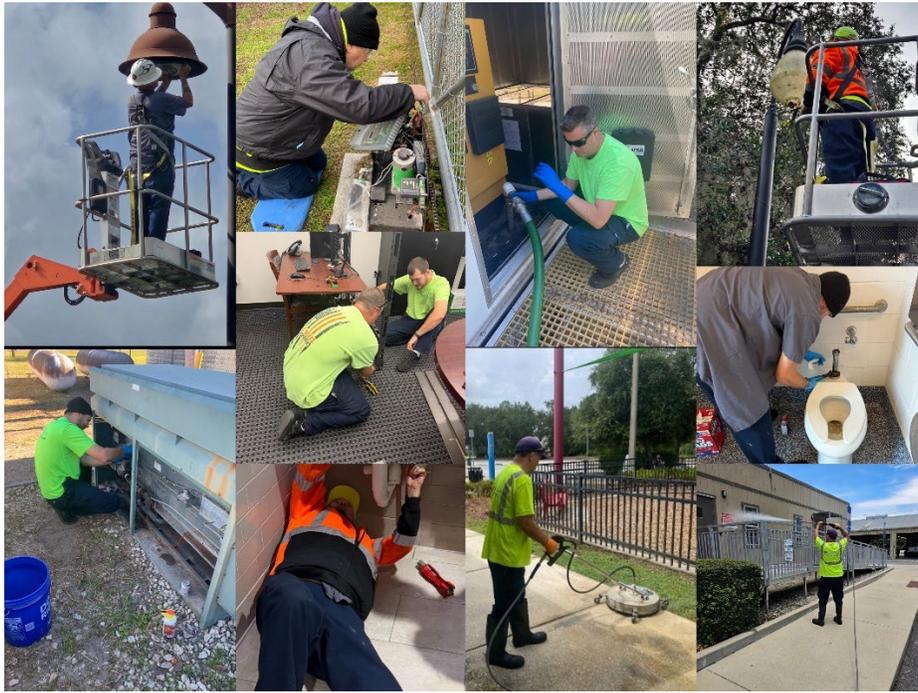
Challenges

- Aging Infrastructure: Several facilities, including fire stations and City Hall, required continued repairs and interim fixes while awaiting long-term capital improvements or replacement.
- Workload Balance: Managing a high volume of preventative maintenance while responding to urgent repair needs required strategic prioritization and resource allocation.

Key Highlights

- Completed over 183 work orders in the 4th quarter alone, including major projects such as roof work, remodels, and City Hall upgrades.
- Saved the City approximately \$2,000 in contractor costs through in-house generator repairs at Fire Station 25.
- Extended the lifespan of critical infrastructure through cost-effective repairs, while maintaining compliance with safety regulations and operational readiness.

Throughout Fiscal Year 2025, the Facilities Maintenance Division demonstrated efficiency, adaptability, and dedication to maintaining the City's infrastructure. By completing critical repairs, implementing preventative measures, and securing new vendor contracts, the division not only improved reliability and safety but also delivered measurable cost savings. Moving forward, the division will continue to address challenges posed by aging infrastructure while supporting the City's operational goals with high standards of maintenance and service.



Progress Report



City of PALM COAST

Public Works Department

Fleet Division Operations Report:

The Fleet Division has demonstrated outstanding dedication and adaptability throughout Fiscal Year 2025. Despite challenges with staffing shortages and a heavy workload, the team consistently delivered essential support to city operations, maintained high professional standards, and achieved significant milestones.

Personnel:

- **Q4:** Vacant position was filled by a technician already holding EVT certifications and fire apparatus experience, making onboarding highly successful. At year's end, only one vacancy—a mechanic position—remains. Recruitment is ongoing to fill this role early in the new year.
- **Jesse Guymon** earned his Master ASE and EVT certifications and was nominated for Citywide Employee of the Month.

Leadership Transition:

The Division recognizes and honors the upcoming retirement of Fleet Manager Mr. Lachance, who will conclude 16 years of dedicated service. While we are sad to see him leave, we extend our appreciation for his many contributions and wish him the very best in his retirement. Thanks to his early notice, the Division was able to proactively implement succession planning, ensuring a smooth transition with both the Fleet Manager and Supervisor positions already filled in preparation.

Preventive Maintenance (PM): Reducing overdue PMs remained a yearlong focus:

- **Q1:** A hurricane and holiday schedules contributed to a rise in overdue PMs.
- **Q2:** Supervisory check-ins with drivers of overdue vehicles began, creating valuable feedback opportunities.
- **Q3:** The division added a second courtesy truck to improve compliance, both units remaining in high demand.
- **Q4:** Shop operations were restructured to prioritize scheduled maintenance over unscheduled work in response to customer feedback. This ensured assets were not released prematurely while still appearing on overdue PM reports.

Noteworthy Repairs:

- **Q1:** Crews disassembled, repaired, and reassembled a vacuum pump on a tank truck during the hurricane, returning it to service within three hours and avoiding rental costs.
- **Q2:** Annual pump testing was completed for all fire apparatus. A new transmission was installed in a Utility Department F-250, saving approximately \$2,500 in labor costs.

Progress Report



City of PALM COAST

Public Works Department

- **Q3:** Crews replaced chain guides and bearings on the stormwater pontoon excavator in-house, saving approximately \$3,000 in labor costs.
- **Q3 Highlight:** The Fleet Team raised the cab of a fire apparatus to remove and replace a failed hydraulic cylinder while the cab was mid-height, returning the apparatus quickly to service.
- **Q4:** After annual aerial certification, an electrical issue was found in Ladder 25's turntable. Coordination with the vendor confirmed warranty coverage, saving the city \$19,000 in repair costs.

Auctions: Fleet auctions were highly successful this fiscal year, generating a total of \$655,923.32 in proceeds, significantly supporting the City's fleet optimization strategy.

Future Plans & Remaining Challenges

- Continue efforts to reduce overdue preventive maintenance and ensure assets are fully serviced before release.
- Fill the remaining mechanic vacancy to restore full staffing.
- Strengthen use of Faster fleet management software to improve reporting, enhance operational efficiency, and support Finance with accurate allocations.
- Finalize all new fleet replacement and asset purchase orders for FY2026, ensuring alignment between contracts and budget planning.

Conclusion:

Fiscal Year 2025 was marked by resilience, professional growth, and operational progress within the Fleet Division. Despite staffing challenges, the team excelled in maintaining City assets, achieving cost savings through in-house repairs, and generating significant auction revenue. With a strong foundation in succession planning, professional certifications, and process improvements, the Fleet Division is well-positioned to advance into Fiscal Year 2026 with continued focus on efficiency, training, and service excellence.



Progress Report



city of PALM COAST

Public Works Department

Fleet Assets Received FY2025

Description	Number
New	11
Replacement	54
Backorder assets	14
Total All	79

Fleet Work Order Count

Description	Completed
Fleet Shop work orders	727
Annual Aerial Inspections	2
Preventative Maintenance	330



City of PALM COAST

Public Works Department

Residential Collections - Operations Report:

During the 4th Quarter of FY25, there were 443 accounts added to collection routes, bringing the total number serviced to 46,405 with an annual average of 205 pounds removed per home per month. Total weight collected for FY25 was 56,106.75 tons, of which 11,275.74 tons were Recycling and Yard Waste, lowering the waste stream.

Tonnage Quarter 4

Description	July	August	September	Annual Average	Annual Total
Solid Waste	4000.66	3860.30	3778.76	3735.92	44831.01
SW PPH	173.62	167.02	162.86	163.97	1969.54
Yard Waste	407.35	411.81	518.47	500.66	6007.96
YW PPH	17.68	17.82	22.35	22.36	263.81
Recycle	467.35	443.61	480.35	438.98	5267.78
RC PPH	20.28	19.19	20.70	18.63	231.31

In February, our Solid Waste Inspector, attended the 2025 SWANA Florida Winter Conference. He brought back valuable information on topics including Florida's Demographic Trends, The Evolution of the City of Gainesville's Zero Waste Ordinance, and The Perils of Underestimating Cart Management Cost and Complexity. By continuing to enrich our employees' knowledge base, we support city priorities such as Sustainable Environment & Infrastructure and Safe & Reliable Services.

April's Keep Palm Coast Clean event was a success, with about 30 volunteers participating, as well as a new sponsor, Palm Coast Ford. Over 750 lbs. of trash were removed from the community. Palm Coast Ford will continue to provide transportation support for future Intracoastal Waterway Clean-up (IWC) events.

In May, the Strategic Action Plan priority of Commercial Solid Waste Hauling Analysis was completed, and the final report was presented to City Council on June 24th.

In June, we added the Commercial Compliance Officer position to the division. This role supports Council's goals for enhanced oversight of commercial haulers and their operations. To date, we have already conducted multiple interactions with commercial providers regarding financial and reporting compliance.

In Q3, we also welcomed a new team member. She onboarded quickly, and her previous experience allowed her to acclimate rapidly. The team has already received numerous positive feedback surveys highlighting her contributions.

The Intracoastal Waterway Clean-up event was held on September 20th at the Community Center. This is the largest clean-up event of the year for both our division and the city. Multiple city departments assisted, making it one of the most successful clean-ups to date, with over 250 volunteers removing more than 1,500 lbs. of trash from the community.

Progress Report



City of PALM COAST

Public Works Department



There were 1,721 Cases for Q4 bringing FY25's total to an astounding 7,315

Hauler Onus for Q4 was 64.15%. No fines have been assessed this Quarter or fiscal year. There were 618 'Recycling Bin Request' cases as more residences are added, which continue to be the most common. 'Question' Case types were at 240 for Q1 and have now decreased to 76, suggesting outreach efforts are effective.

Completed By Hauler	Q1	Q2	Q3	Q4	Total
Recycling Bin Request New Resident	475	450	601	556	2,082
Garbage Missed Pick-up	226	104	115	127	572
Request	103	75	93	218	489
Bin Replacement due to damage	70	67	65	64	266
Recycling Missed Pick-up	70	63	40	60	233
Yard Waste Missed Pick-up	92	35	28	46	201
Concern	17	9	8	17	51
Damage	14	10	15	10	49
Question	0	1	3	5	9
Complaint	0	2	0	1	3