



Florence City Hall
 250 Highway 101
 Florence, OR 97439
www.ci.florence.or.us

Finance Department
 541-997-3436

Planning Department
 541-997-8237

Building Department
 541-997-2141

Inspection Request
 541-997-2141 ext. 3

City Manager's Office
 541-997-3437

Public Works
 541-997-4106

Police Department
 541-997-3515

Florence Events Center
 541-997-1994

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August 2014



Announcing... The Easiest Way to Pay your Utility Bill Online

The **City of Florence** recently teamed up with **Xpress Bill Pay**, a premier provider for online bill pay systems, to bring the customers of the City of Florence a new and convenient way to pay your bill. You can even sign-up to go **PAPERLESS** and stop receiving a paper bill each month!

CITY OF FLORENCE

UTILITY BILLING DEPARTMENT

250 HWY 101; FLORENCE, OR 97439
 PH: (541) 997-3436 FAX: (541) 997-6814

UtilityBilling@ci.florence.or.us
www.ci.florence.or.us

How it Works

If you have access to an internet connection you are eligible to utilize this service. It's fast, it's easy and it's secure! Xpress Bill Pay will even send you email reminders when a new bill is available or when payments have been scheduled or made.

You will have the ability to schedule a payment on your account using a credit card, debit card, or electronic funds transfer. You have the option to enter your payment method each time that you login to your Xpress Bill Pay account or you can save one or more payment types in your Xpress Bill Pay wallet for future use. Don't forget you can also choose to set-up your account to have your bill paid automatically each month using Autopay.

When you sign up for online bill pay you create a unique password that you will use to access your personal account at www.XpressBillPay.com. Your Xpress Bill Pay account will allow you to view up to 12 months of billing history. The paperless bill will look very similar to the paper bill you are currently receiving.

We're offering this service at the request of our customers and we encourage you to sign up today and see why this may be the best way to pay your utility bill.

See Xpress Bill Pay, Page 4



Government Access TV Now Channel 191

The Florence Government Access Channel available to cable subscribers (formerly Channel 10) has moved to Channel 191. The same programming will be available as before.

Tune in to Channel 191 to view City Council meetings live on the first and third Mondays of the month and Planning Commission meetings on the second and fourth Tuesdays of the month.

You can also view other local special district and municipal meetings throughout the month. Please contact those agencies for information on broadcast dates and times.

Employee Spotlight

Dino Raviolo, FEC Operations

Dino Raviolo began working at the Florence Events Center (FEC) in December 2012. He is responsible for operations and maintenance at the FEC, which includes setting up for and hosting events such as concerts, meetings, weddings, etc.

Dino has two Bachelor of Science degrees from the University of Oregon, one in psychology and the other in sociology. Prior to joining the City of Florence, Dino worked at the Florence Center of Lane Community College in the building maintenance position for several years.

Dino and his wife Gabe have been married for 10 years. They have 2 children “who are responsible for [his] rapidly greying hair.”

What do you like most about your job?

“I really like the interaction with the community. We also have a great group of volunteers that I like to work with. They are all very inspiring.”



What is the most rewarding aspect of working with the City?

“The most rewarding moment has been working the K-5 Talent Show and the Coastal Fitness Showcase. It is fun to watch the kids develop their talents.”

What is the strangest incident you've had working for the City?

“Not going into too much detail, but I will say as a public building we have a wide range of people walk through our doors.”

What do you enjoy doing in your free time?

“I like to spend time with my family and take advantage of all the great outdoor activities the area has. Also, I am a huge fan of U of O athletics—I guess you could call me an Athletic Supporter. I try to get the family over for a couple events every year.”

What has been your favorite event at the FEC?

“The K-5 Talent Show has been my favorite event every year.”

Reminder: Deadline for City Council Applications

Notice of City of Florence Mayor/Council Openings: The following positions are open on the Florence City Council and will be filled in the November 2014 General Election.

- Mayor – 2 year term (1 open)
- Councilor – 4 year term (2 open)
- Councilor – 2 year term (1 open)

If you are interested in one of these positions, please visit the City of Florence website at www.ci.florence.or.us or contact the City Recorder's office at 541-997-3437 or via email at kelli.weese@ci.florence.or.us. **The deadline to file a completed packet for one of these positions is August 26, 2014.**

Are you supporting a candidate or ballot measure? See page 3 for information on temporary sign regulations in Florence.

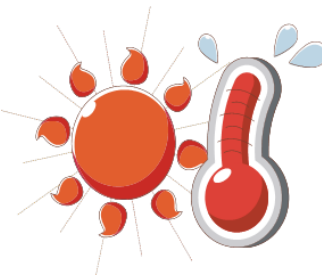
Be Summer Weather Ready

Each year, people in this country are seriously injured or even killed by all types of extreme weather, despite advance warning. The City of Florence, in partnership with the National Oceanic and Atmospheric Administration (NOAA), wants area residents and visitors to have a fun and safe summer. This summer, the City and NOAA asks you to Be A Force of Nature by becoming Summer Weather-Ready.



Summer is an active season for people, the atmosphere, and the oceans. People stay out later and longer, and more storms spin up. This combination provides us the opportunity for lots of fun, outdoor activities, but it also increases our risk to certain environmental hazards. NOAA and the City of Florence want to raise the nation's awareness to be Summer Weather-Ready!

So when you are walking or playing sports, attending summer camps, vacationing, or having general fun with friends and family, make sure you know your risks and are prepared to take action against heat distress, poor air quality, lightning strikes, wildfires, floods, rip currents, hurricanes and tornadoes... just to name a few.



During extremely hot and humid weather the body's ability to cool itself is affected. When the body heats too rapidly to cool itself properly, or when too much fluid or salt is lost through dehydration or sweating, body temperature rises and heat-related illnesses may develop. Heat-related illnesses can range from heat cramps to heat exhaustion to the more serious heat stroke. Heat stroke can result in death and requires **immediate medical attention**.

Factors or conditions that can make some people more susceptible to heat-related illnesses include age (older adults and young children), obesity, fever, heart disease, mental illness, poor circulation, prescription drug and alcohol use, and sunburn. Sunburn, caused by ultraviolet radiation from the sun, can significantly retard the skin's ability to shed excess heat.

What can you do to be more weather ready? Visit www.nws.noaa.gov/com/weatherreadynation for more tips and strategies and don't forget to bookmark weather.gov to get the latest forecast information and follow the National Weather Service on [Facebook](#) and [Twitter](#).



Political Signs

Political signs for measures or candidates on the November 4, 2014, Oregon General Election ballot may be posted on properties in the Florence city limits beginning Wednesday, August 6, 2014 (90 days prior to the election).

The Florence City Code 4-7-8-C-1 & 4-7-8-D-1 says that signs shall be allowed on a lot without issuance of a permit and shall not affect the amount or type of signage other wise allowed. The signage shall be limited to six (6) square feet in area and five feet in height. Maximum height for signs is five feet (5').

No signs are allowed on utility poles or on trees, rocks, or other natural features. All signs must be removed by Sunday, November 9, 2014 (5 days after the election).

For more information on these regulations, please contact the Building Technician Eric Rines or Code Enforcement Officer Dan Frazier at 541-997-8237.

*XPRESS BILL PAY, Page 1***Online Bill Payment Facts**

- ◆ It's free to sign up for online bill payment via the City's website or directly at www.xpressbillpay.com.
- ◆ You can pay your bills with a credit or debit card, or electronic funds transfer from your bank account.
- ◆ You can pay your bill from anywhere, as long as you have access to the Internet through a Web browser.
- ◆ All transactions are handled on secure servers. Your information is secure as long as you don't share your password with anyone. Your information will not be sold to third parties for marketing purposes.
- ◆ After you complete the transaction, you can receive an e-mail receipt to confirm that the payment went through.
- ◆ You can view up to a year's history of your account online, so you can compare your current bill to a year ago.
- ◆ If you'd like, you can select the auto-pay option and your bill will be paid automatically each month.

What to Do Next

If you're ready to get started and take advantage of the convenience of online bill pay follow these steps to sign-up to create your personal Xpress Bill Pay account:

1. Go to the City of Florence website at www.ci.florence.or.us
2. Click on the **Xpress Bill Pay** link or icon. To access directly <https://www.xpressbillpay.com>.
3. Select "New to Xpress Bill Pay" and follow the instructions on the screen.
4. If you have any question please call 800-768-7295.

**Utility Rate Changes**

On June 2, 2014, the Florence City Council with the recommendation of the Florence Budget Committee voted to increase the water rates by 1% and wastewater rates by 2%. The new rates became effective July 1, 2014, and are reflected in the rates charged in your July 2014 bill, that is mailed on the first of August.

While the City is very sensitive to the difficulties facing all of its customers in this economically challenged time, the rate increases are necessary to provide funding for current and on-going maintenance and operational activities within these systems. With recent increases in the cost of electricity, fuel, oil, metals and petroleum based products our utility budgets can't continue without a reasonable increase in rates to cover these costs. The 1% water rate increase and the 2% wastewater increase will generate an additional \$18,000 in revenue for the water utility and \$58,000 for the wastewater utility. The City will continue to be fiscally responsible by controlling costs and conserving resources whenever possible. The City is committed to providing you, our customers, the best possible utility service at the lowest possible cost.

For the typical residential utility customer that uses 700 cubic feet (cf) of water in a one month billing period, the combined water, wastewater, stormwater, well rehab fee and street maintenance fee was previously \$92.14 for a month of service. The increases to the water and wastewater portion of the utility bill are \$1.30 per month (\$0.31 for water and \$.99 for wastewater). The revised monthly bill for a typical residential customer will be approximately \$93.44 per month. This is an overall average increase of 1.42%.

A comparison of a typical residential customer's utility bill comparing is shown in the chart:

| <i>Residential Utility Bill</i> | <i>2013-14</i> | | <i>2014-15</i> | |
|---------------------------------|--------------------------------|-------------------|---------------------------|--------------------------------|
| | <i>Average Monthly Charges</i> | <i>% Increase</i> | <i>\$ Amount Increase</i> | <i>Average Monthly Charges</i> |
| Water | \$ 30.22 | 1% | \$ 0.31 | \$ 30.53 |
| Well Rehab Fee | 1.00 | 0% | - | 1.00 |
| Sewer | 49.72 | 2% | 0.99 | 50.71 |
| Stormwater | 6.20 | 0% | - | 6.20 |
| Street Maint Fee | 5.00 | 0% | - | 5.00 |
| TOTALS | \$ 92.14 | 1.42% | \$ 1.30 | \$ 93.44 |

See Utility Rate Changes, Page 5

UTILITY RATE CHANGES, Page 4



Understanding Your Utility Bill

City of Florence residents receive a utility bill once a month for services provided in the previous month. It is a common misconception that this is a “water bill”, but it is much more than just a bill for water. The City of Florence is committed to providing residents and businesses with not only top quality water service, but also wastewater (sewer), stormwater, well-rehab, and street services. Like anything else there are costs related to providing these services. The City recuperates the cost of these services by billing a service charge for each service provided in the form of a monthly utility bill.

The current utility service fees compared to the old fee structure is illustrated in the sample utility bill below for the month ending July 31, 2014:

| CITY OF FLORENCE - UTILITY BILL | | | | | | | |
|--|---------------|--------------|-------------|-----------------------------------|-------------------|----------|----------|
| SERVICE ADDRESS | | | ACCOUNT NO. | BILLING DATE | DUE DATE | | |
| 1111 ANY STREET, FLORENCE, OR | | | 555111.XX | 07/31/14 | 08/15/14 | | |
| METER READINGS | PREVIOUS READ | CURRENT READ | CONSUMPTION | SERVICE PERIOD FOR METER READINGS | | FROM | TO |
| | 1100 | 1800 | 700 | | | 07/1/14 | 07/31/14 |
| DESCRIPTION OF SERVICES | | | | | | AMOUNT | |
| Previous Balance | | | | | | 92.14 | |
| Payment - Thank You | | | | | | (92.14) | |
| Water | | | | | | 1 | 30.53 |
| Sewer | | | | | | 2 | 50.71 |
| Storm Water | | | | | | 3 | 6.20 |
| Well Rehabilitation | | | | | | 4 | 1.00 |
| Street Maintenance Fee | | | | | | 5 | 5.00 |
| Disclosure: This is an example bill for an average residential customer using rates effective July 1, 2014. For illustration purposes only. Please contact the City of Florence Utility Department at (541) 997-3436 for information pertaining to your account. | | | | Due Date | AMOUNT DUE | | |
| | | | | 8/15/2014 | 93.44 | | |

| Rate Table Legend for Residential Customers with comparison of old and new rates effective 7/1/14 | |
|---|---|
| 1 | Water: Base Fee [\$16.74 \$16.57] + variable rate [(700 cubic feet * \$.0197 \$.0195) = \$13.79 \$13.65] = Total \$30.53 \$30.22 |
| 2 | Sewer: \$50.71 \$49.72 (Fixed cost) |
| 3 | Stormwater Fee: \$6.20 (Fixed cost based on square footage of impervious surface) - no change in fees |
| 4 | Well Rehabilitation Fee: \$1.00 (Fixed cost) no change in fee |
| 5 | Street Maintenance Fee: \$5.00 (fixed cost) - no change in fee |

CITY OF FLORENCE UTILITY BILLING DEPARTMENT

UtilityBilling@ci.florence.or.us

PH: (541) 997-3436 FAX: (541) 997-6814

250 HWY 101; FLORENCE, OR 97439

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Expectations... By Interim Police Chief Lynn Lamm

Expectations... We all have them. A wife has expectations of her husband and the husband of the wife. Parents expect their children to behave/act in certain ways, from the cradle to the grave. I still, on occasion, let my sons know when I expect more or less of them on any given issue. They usually respond with, "I know dad, I know" or "Dad you've told me that a thousand times." They're in their late forties... nothing has changed since they were age two. And of course the Boss has expectations, "Lamm, what could you have been thinking of???" And the employee has expectations, "Mr. Manager, since I've been keeping my nose to the grindstone, do you think a raise would be in order?" My ex mother-in-law had expectations, but that's another story... may she rest in... well I think you get my gist.

As I was thinking about expectations, I realized that no one has more expectations put upon them than a Police Officer. A very dear friend of mine once spoke to expectations people have of our "men in blue". My dear friend and I were not close, in fact I knew him but he did not know me. He had been a friend since my high school days and I often listened to his wisdom while eating from a paper sack during lunch time, sitting in my 55 Chevy. Some of you may have known my friend, Paul Harvey. So with deep respect, I would like to share my friend's view of the expectations that are "all too often" placed upon the men and women who serve in Federal, State, County, and Municipal law enforcement.



WHAT ARE POLICEMEN MADE OF?

By Paul Harvey

Don't credit me with the mongrel prose: It has many parents-at least 420,000 of them: Policemen.

A Policeman is a composite of what all men are, mingling of a saint and sinner, dust and deity.

Gulled statistics wave the fan over the stinkers; underscore instances of dishonesty and brutality because they are "new". What they really mean is that they are exceptional, unusual, and not commonplace.

Buried under the frost is the fact: Less than one-half of one percent of policemen misfit the uniform. That's a better average than you'd find among clergy!

What is a policeman made of? He, of all men is once the most needed and the most unwanted. He's a strangely nameless creature who is "sir" to his face and "fuzz" to his back.

He must be such a diplomat that he can settle differences between individuals so that each will think he has won.

But... If the policeman is neat, he's conceited; if he's careless, he's a bum. If he's pleasant, he's a flirt; if not, he's a grouch.

He must make an instant decision which would require months for a lawyer to make.

But... If he hurries, he's careless; if he's deliberate, he's lazy. He must be first to an accident and infallible with his diagnosis. He must be able to start breathing, stop bleeding, tie splints, and, above all, be sure the victim goes home without a limp. Or expect to be sued.

The police officer must know every gun, draw on the run, and hit where it doesn't hurt. He must be able to whip two men twice his size and half his age without damaging his uniform and without being "brutal". If you hit him, he's a coward. If he hits you, he's a bully.

The policeman must know everything and not tell. He must know where all the sin is and not partake.

EXPECTATIONS, Page 6

A policeman must, from a single strand of hair, be able to describe the crime, the weapon and the criminal, and tell you where the criminal is hiding.

But... If he catches the criminal, he's lucky; if he doesn't, he's a dunce. If he gets promoted, he has political pull; if he doesn't, he's a dullard. The policeman must chase a bum lead to a dead-end, stake out ten nights to tag one witness who saw it happen but refused to remember.

The policeman must be a minister, a social worker, a diplomat, a tough guy, and a gentleman.

And of course, he'd have to be a genius... for he will have to feed a family on a policeman's salary.



Some things never change... oh the vernacular changes a bit, but the “feelings toward” and the “expectations of” are still the same. May God bless the “peace keepers” who are willing to put their lives on the line so others do not have to.

~ Chief Lamm

FLORENCE POLICE DEPARTMENT

WANTED

Police Reserve Officers

Have you considered a future career in law enforcement? If so, the Florence Police Department would like to hear from you.

Our Reserve Officer Training Program may offer you the opportunity to view firsthand the requirements associated with becoming a law enforcement officer. Reserve Officers serve alongside full-time police officers and perform some of the same duties, providing protection, emergency aid, and security to the citizens of Florence.

Florence Police Reserves are a volunteer organization for the City of Florence and the Florence Police Department.

Young men and women over 21 years of age are

Police Auxiliary Volunteers

Are you retired or simply looking to be a part of a unique volunteer program? The Florence Police Department is looking for a few good men and women to join our Police Auxiliary.

Florence Police Auxiliary members perform a variety of support functions within the department -including civilian fingerprinting, assisting in the jail, non-police patrol, office assistance, handicap parking enforcement, and much more.

We greatly appreciate our Auxiliary members and would like to thank Janet Catling, Leonard Larson, Gary Stine, Bob Timmons, and Bob & Andi Belk for their years of service. These folks are an indispensable part of our team and we welcome you to join them!

For more information, contact:

Susie Barba, Florence Police Department

(541) 997-3515

susan.barba@ci.florence.or.us

Bus Buddy Program Trains Potential Transit Riders

Do you or someone you know want to learn how to use the local bus to run errands or get to appointments? The Rhody Express operates Monday through Friday, 10 a.m. to 6 p.m., and goes a variety of places throughout Florence.



Route information is available at www.ltd.org/rhody or through the Rhody Express dispatch at (541) 997-2067.

If you need someone to show you how to use the bus the Bus Buddy Program may be able to help you. The Bus Buddy Program is a free service of the Rhody Express to help people who may need an introduction to riding a public transit service through the assistance of a trained and qualified Bus Buddy volunteer.

Your Bus Buddy will be with you every step of the way to help you learn how to board the bus, pay fare, plan your route, and exit the bus. You don't need to know anything about the Rhody Express because your Bus Buddy will help you learn everything you need to know! The Rhody Express will set you up with a Bus Buddy who can assist you and make arrangements for your first ride. To request a Bus Buddy and receive one-on-one assistance, call the Rhody Express dispatch at (541) 997-2067 or TTY (Oregon Relay) at 7-1-1.

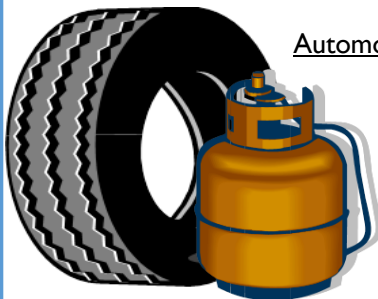
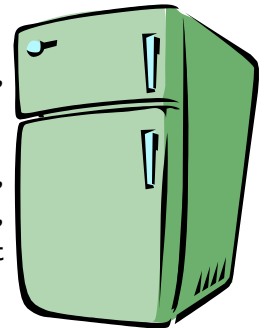
Black and White Recycling Event

Saturday, August 16
9 am to 2 pm
High School Parking Lot

The Environmental Management Advisory Committee (EMAC) has organized Black and White Recycling Event, enabling residents in our community to get rid of unwanted tires, appliances, and empty propane tanks free of charge. Tires and appliances are not allowed in the landfill and there is a disposal fee if dropped off at Lane County's transfer station. EMAC has built partnerships with local businesses to bring this event to Florence. Our local business partners are Central Coast Disposal, County Transfer & Recycling, Les Schwab Tire Center, and Potter Tire & Auto Repair. Volunteers and staff will be available to help you unload your vehicle.

Small Appliances (excluding electronics): Bring small appliances with cords including toasters, vacuum cleaners, hair dryers. Do not cut cords or dismantle.

Large Appliances (excluding electronics): Bring large appliances such as washers/dryers, refrigerators/freezers (must be cleaned out), dishwashers, hot water heaters, air conditioners, stoves (range). Do not drain Freon from refrigerators, freezers, or air conditioners. Do not remove compressors/motors or hoses.



Automobile Tires: Tires up to 22 inch rim diameter will be accepted, with or without the rims. We will accept up to 10 tires per household before 1pm.

Empty Propane Tanks: We will accept up to three 5 gallon tanks per household.

Dropping off these items at the Black and White Recycling Event not only gets them out of your house or yard, it also makes sure that they are processed in an environmentally friendly way. Many appliances that no longer work can be used for scrap metal. A process is completed that removes any harmful elements and iron from the appliance, and in some cases, the body or case can be re-used. Tires provide breeding grounds for mosquitoes and rodents when stockpiled or illegally dumped. Fortunately, markets now exist for used tires to be used as fuel, recycled, or converted to ground rubber. For more information, call Wendy FarleyCampbell at 541-997-8237.



From left to right: Councilor Joe Henry, Councilor Brian Jagoe, Mayor Nola Xavier, Councilor Suzanne Roberts, Councilor Joshua Greene

Visit the City of Florence online at www.ci.florence.or.us

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Councilor Joe Henry
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Florence Events Center
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Police Chief Lynn Lamm
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Friends of the FEC Award Performance Grants

Each year during the month of June, the Friends of the Florence Events Center award performance grants to various community organizations who wish to sponsor events at the FEC. The grant monies are available on July 1 and must be used during the fiscal year which ends June 30, 2015.

This year the Friends awarded performance grants ranging from \$450 to \$675 (the maximum grant amount) to eight organizations: FloTones, Siuslaw High School Band, PTA Talent Show, Community Chorus, Last Resort Players, SEAc coast Entertainment, Pacific Coast Wind Ensemble, and Holly Jolly Follies. All organizations who receive grants must be non-profit and the money must be used to offset rental expense for use of the Events Center for a performance.

“We view our grant program as part of fulfilling our mission to the community,” says Friends President Bob MacDuffee. “Our mission statement says that *The Friends of the Florence Events Center is a non-profit group supporting the FEC’s staging of musical, theatrical, education, and cultural events for the greater Florence area. This is accomplished by financial support for the Center’s needs, as well as serving as a vital source of volunteers.*”

Organizations wishing to apply for a performance grant for the next fiscal year have until June 1, 2015 to submit a grant application. Forms are available for download after May 1, 2015 on the FEC website or at the FEC office during regular business hours.

City Calendar

For more information about meetings contact City Hall at 541-997-3437.
For information on events & concerts contact the Florence Events Center at 541-997-1994.

August 2014

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-------------------------------------|---|---|---|---------------------------------|-----|---|
| | | | | | 1 | 2 Annual Booster Club Banquet & Fundraiser 5:30 pm @ FEC |
| 3 | 4 City Council Meeting 7 pm @ City Hall | 5 | 6 | 7 | 8 | 9 Cavy Show FEC 8 am-4 pm |
| 10 | 11 | 12 | 13 FEC Volunteer Luncheon 11 am @ FEC | 14 | 15 | 16 Yard Debris Disposal Day 27th St. 9am-2pm ... Coin Show 9 am-5 pm @ FEC |
| 17 Coin Show FEC 9 am-4 pm | 18 City Council Meeting 7 pm @ FEC | 19 | 20 | 21 EMAC City Hall 2 pm | 22 | 23 |
| 24 | 25 | 26 Planning Commission 7 pm @ City Hall | 27 TAC City Hall 1:30 pm | 28 | 29 | 30 |
| 31 | | | | | | |