



CITY OF FLORENCE
PUBLIC WORKS

STORM DAMAGE

HOW WE RESPOND AND HOW TO REPORT

How We Respond

For most businesses, operating hours are just that – hours they are available to provide service to their customers. Depending on the type of business, operations do not happen outside of those times.

That is not the case for the Florence Public Works Department. While the posted times that the office is staffed are from 8am to noon and 1pm to 5pm Monday through Friday, the field staff arrive for their regular shift much earlier! Our field staff regular hours are Monday through Friday 7am to 3:30pm. You will often see Public Works vehicles and equipment out and about before the sun has come up during winter, getting started on the necessary daily work that goes into maintaining our streets, parks and open spaces, as well as, keeping the clean water flowing to your home and the toilets flushing. Often times though, emergencies happen outside of “normal” business hours!

Public Works staff is always ready to come in after a severe storm event to get the streets cleared. Clearing downed trees and sweeping debris off the streets. This is what Public Works have trained for and has the emergency equipment in place to respond to these types of emergencies.



How to Report

Fallen Trees

- For all emergencies, call 911. This includes downed power lines, fallen trees that are blocking streets and safety issues that need immediate attention.
- For power lines that are threatened by trees or branches, call Central Lincoln PUD at 1-877-265-3211.
- For hazardous trees or branches over roads or in parks, during regular business hours call Florence Public Works at 541-997-4106. If it is after regular business hours, please contact the Florence Police Department non-emergency phone number at 541-997-3515.
- To report trees down on County Roads, contact the Sheriff's Office at 541-682-4141.
- To report trees down on State Highways, contact ODOT at 503-378-0457.

Downed Power Lines

- To report a downed power line, call Central Lincoln PUD at 1-877-265-3211.
- Stay clear of downed power lines and downed trees in their vicinity, even if you believe that the lines are dead or have been de-energized by the power company.
- Lines can become re-energized as circuits are restored or come into contact with live lines.
- Power company assessment crews often visit sites before repair crews are dispatched.
- Don't assume that lines have been de-energized just because a power company crew has visited the area.

Blocked Storm Drains

- Storm drains are designed to handle normal water flow, but occasionally during heavy rain, localized flooding will occur.
- With the debris that falls with wind storms, these drains can easily become blocked with leaves and pine needles.
- You can try and unblock the drain with a metal rake or shovel. NEVER use your hands.
- To report a blocked storm drain, call Florence Public Works at 541-997-4106.

If you have any questions regarding reporting issues, you can always call Public Works at 541-997-4106 during normal business hours or the Florence Police Department non-emergency phone number at 541-997-3515 after hours.

