

# GREENACRES

a great place to be

# our mission

*To continually improve the community quality of life by providing the best and most cost efficient services and public facilities to our Residents and Businesses.*

## operating philosophy

We are ethical professionals with a high sense of honesty, integrity and pride in our organization and City. We believe in being fiscally responsible and accountable to residents of our community and being fair, courteous and respectful to our residents and each other.

We are committed to providing quality, timely services through collaboration, team work, creative thinking and innovation.

## goals

The quality of life is not measured only by the material standard of living but by other factors that contribute to human life such as safety, physical environment, natural environment, social and leisure resources, and good government. In order to continually improve the quality of life in our City our focus is on achieving the following goals that make our City a great place to be...

 Maintain an efficient and effective local government.

 Maintain a safe City.

 Promote excellence in customer service.

 Maintain a well planned attractive community.

 Promote a professional workforce through training and education.

 Promote diversity in community life, leisure and recreation.





### Mayor & City Council

*From left:* Councilman Chuck Shaw, Councilman Norman W. Rose, Councilwoman Doris A. Fouts, Deputy Mayor Richard C. Radcliffe, Mayor Samuel J. Ferreri, Councilman Peter A. Noble.

## Dear Resident and Business Owners:

**2006** marked the City's 80th Anniversary, and we are very pleased with the progress we continue to make in accomplishing our mission of improving the quality of life in our City. Our steady and steadfast approach of providing the best and most cost-efficient public services and facilities goes a long way in realizing our vision for excellence in our community.

### Focus on Goals

Through our strategic planning process we have identified long term goals that we focus on accomplishing as an organization. These goals directly relate to our mission and can be generally categorized as quality of life indicators (such as safety, attractiveness of the community, and facilities) and effectiveness and efficiency in the delivery of municipal services.

### Guided by our Values

Honesty, integrity, professionalism, fiscal responsibility and accountability, are the hallmarks of our system of values. Our actions and work is driven by our values to keep the public trust and confidence in our outstanding municipal governance structure.

We are proud of our achievements in the past year that are highlighted in this report. As we look to the future we need the collaborative efforts of our residents, business community, and civic organization to make Greenacres a great place to be!

Samuel J. Ferreri  
Mayor

# a safe community

*Maintaining the safety of our residents, business owners and visitors is a top priority that is accomplished through the collective efforts of all our Departments.*

## law enforcement

Police services provided by the City focus on discouraging crime through presence and immediate response, upholding laws, investigating crimes and apprehending criminals, and providing crime prevention and safety programs. In the 2006 budget, the total number of officers increased to 40 by the addition of 5 patrol officer positions to address the increase in the City's population.

| ACTIVITY                           | QUANTITY  |
|------------------------------------|-----------|
| Calls for Service                  | 21,765    |
| Number of Persons Arrested         | 1,937     |
| Traffic Crashes Investigated       | 1,381     |
| Traffic Citations Issued           | 7,553     |
| Criminal Cases Investigated        | 244       |
| Crime Clearance Rate               | 63.9%     |
| DUI Arrests                        | 79        |
| Special Response Team Activation   | 6         |
| Crime Prevention & Safety Programs | 1,040 Hrs |
| Neighborhood Watch Meetings        | 79        |
| Child Safety Seat Inspections      | 58        |
| Vehicle Etching Programs           | 2         |
| Kid Print Programs                 | 5         |
| Safety Check Points                | 6         |
| Seat Belt Campaigns                | 6         |
| Park walk & talk                   | 967 Hrs   |

## emergency medical services

The focus of this program is to provide immediate response to medical emergencies, treatment and stabilization of patients using basic life safety (BLS) and advanced life safety (ALS) methods and transport to hospitals. The program also teaches residents about cardiopulmonary resuscitation (CPR), and provides influenza pneumococcal and tetanus vaccinations to seniors and their caregivers age 60 and over.

| ACTIVITY                             | QUANTITY    |
|--------------------------------------|-------------|
| Avg. Response Time                   | 4.3 Minutes |
| Calls for Service                    | 4,956       |
| Number of ALS Transports             | 1,640       |
| Number of BLS Transports             | 732         |
| Number of Patients Treated           | 3,735       |
| Number of Blood Pressure Screening   | 1,842       |
| Number of Residents Certified in CPR | 110         |
| Number of Seniors Immunized          | 741         |





## permits and inspections

This program provides a review of residential and commercial construction plans and field inspections to ensure compliance with adopted building construction, and life safety codes.

| ACTIVITY                        | QUANTITY |
|---------------------------------|----------|
| Permits Issued                  | 4,673    |
| Total Inspections               | 17,793   |
| Structural Inspections          | 10,653   |
| Mechanical/Plumbing Inspections | 2,720    |
| Electrical Inspections          | 3,969    |
| Misc.                           | 451      |

## code enforcement

This program provides for the detection investigation, and elimination of violations of City laws relating to zoning (*property use*), property maintenance standards, and nuisances.

| ACTIVITY                          | QUANTITY |
|-----------------------------------|----------|
| Violations /Inspections           | 2,215    |
| Violation Cases Processed         | 457      |
| Violation Cases Sent to Board     | 393      |
| Violation Cases Complied to Board | 98       |

## public facilities maintenance

This program focuses on the inspection and maintenance of public facilities to ensure their safety to users. The City's public facilities are comprised of public buildings, parks, road right-of-way, streets, sidewalks and medians, roadway signage and lighting, and storm drainage systems, including inlets, pipes, lakes, and canals.

## school crossings

This program provides for the safe crossing of roadways by children going to, or from schools during school hours. The program provides 38 school crossing guards at designated roadway crossings on routes to 5 elementary and 3 middle schools within the City.

## emergency management

This program provides for developing plans of action for when disaster strikes, deploying first responders and emergency services in the disaster area and restoring and repairing critical infrastructure. These efforts are coordinated with the County, State, and Federal governments that have various lead roles. In 2006, the City continued with the recovery efforts from Hurricane Wilma that impacted our area and caused major damage to homes, businesses and City facilities.

## fire prevention and protection

The program focuses on protecting people and property from fires through the review of construction plans for buildings for compliance with life/safety codes, public fire safety education, and fire suppression.

| ACTIVITY                         | QUANTITY |
|----------------------------------|----------|
| Fire Safety Inspections          | 1,388    |
| Fire Safety Programs             | 8        |
| Evaluation of School Fire Drills | 7        |
| Number of Fires Responded to     | 86       |

# well planned attractive city

## zoning, land use & development

The application of zoning, land use and development regulations ensures that existing and new development and construction activities are undertaken in a manner that provides long term viability of neighborhoods and commercial areas in our community. In 2006, the City's land area increased by 38.07 acres through voluntary annexations.

| ACTIVITY                            | QUANTITY |
|-------------------------------------|----------|
| Site Plan Approvals                 | 8        |
| Site Plan Amendments                | 14       |
| Variances                           | 4        |
| Temporary Use Permits               | 39       |
| Zoning Permits Reviewed             | 780      |
| Commercial Square Footage Approved  | 73,181   |
| New Dwelling Units Approved         | 238      |
| Approved Dwelling Units Constructed | 78       |
| Landscape Inspections               | 127      |

## maintenance of community assets

Maintaining an attractive City requires the ongoing inspection, maintenance and replacement of components and systems that make up community assets.

| ACTIVITY                                  | QUANTITY |
|---|----------|
| Number of Stormwater Inlets               | 407      |
| Miles of pavement maintained              | 22.25    |
| Number of landscape medians               | 55       |
| Number of trees in public right-of-way    | 1,640    |
| Number of public buildings maintained     | 17       |
| Number of public parks maintained         | 13       |
| Acres mowed in public parks               | 80       |
| Number of athletic fields maintained      | 9        |
| Number of athletic courts maintained      | 26       |
| Number of playground equipment maintained | 13       |
| Number of Trees in parks                  | 2,400    |





## community cleanup events

- Great American Cleanup:** A massive litter removal took place on April 29, 2006, where volunteers and City employees spent a sunny Saturday morning removing litter from the east and west sides of Haverhill Road (south of Lake Worth Road), Empire Way, and Mil-Run Court which were targeted as cleanup areas. The event also included the much-needed painting of the wall on Haverhill Road, south of Lake Worth Road. Educational placards were stenciled on all of the stormwater grates within Palm Beach Villas neighborhood.
- Paint Your Heart Out:** The event included the painting of a house by volunteers on Centurian Circle made possible through the Paint Your Heart Out Program, which provides free paint and labor to qualified applicants.
- Arbor Day Celebration:** On April 28, the City observed National Arbor Day by hosting a tree planting ceremony at the City Hall. The event was attended by City Council members, City employees, local media, and children from a local preschool. The City of Greenacres continued its commitment to educating residents about the planting, nurturing, and importance of trees. The Oak Tree planted at City Hall will be enjoyed by guests and visitors for many generations to come.

## landscaping & beautification

Swain Boulevard and Centurian Way were beautified with the addition of Sable Palms, Oaks, Washingtonian Palms, Buttonwood trees, ground cover and shrubs. Undesirable Exotic trees were removed from Freedom Park and replaced with flourishing native grass, shrubs, and tree species. Landscaped medians west of Sherwood Forest on 10th Avenue North increased the aesthetics of the once barren corridor.

## capital improvement program

On an annual basis, the City adopts a Capital Improvement Program that identifies new equipment and facilities needed to accommodate new growth as well as replacing aging equipment and infrastructure that has lived its useful life. The following is a sample of projects completed in 2006.

- Upgrade of Computers in Public Safety Vehicles.
- Emergency Advisory Radio System
- Rehabilitation of storm sewer pipes in Lake Worth Hills (Phase I)
- Neighborhood Park Improvements
- Invasive Tree Removal at Freedom Park
- Original Section Roadway Improvements
- Replacement of Public Safety vehicles

# community life, leisure & recreation

*Bringing people together through community and special events, neighborhood improvement programs, leisure classes and activities, athletic programs, and after school youth programs.*

## annual community & special events

These City events had a combined attendance of over 27,000 with a 95% satisfaction rate from attendees.

**Winter Concert Series** - Three free concerts were held at Community Park.

**Love on the Lawn** - A Valentine's Day celebration. Councilman Chuck Shaw and Councilwoman Doris Fouts, a.k.a. Adonis and Venus, handed out chocolate kisses and nearly 400 roses to attendees.

**Daddy Daughter Dance** - Girls ages four to seventeen enjoyed dining and dancing the night away with their dads.

**Greenacres Fest** - This March event commemorated the City of Greenacres past, present, and future by celebrating community spirit.

**Egg'stravaganza** - Over 5,000 children enjoyed hunting for 20,000 eggs delivered by the Easter bunny.

**"Ignite the Night"** - July 4th Celebration  
Over 10,000 residents and visitors celebrated Independence Day and enjoyed the magnificent fireworks display at Greenacres Community Park.

**Holiday in the Park** - This event kicked off the holiday season with performances by local schools and a tree lighting ceremony.

**Rock n' Roll Sunday** - This motorcycle and car show held at Greenacres Community Park attracted thousands in support of a local veteran's organization.



## neighborhood improvement program (NIP)

This program brings neighbors together to facilitate projects and activities that improve the physical appearance of neighborhoods and foster community pride. The targeted neighborhoods include the original section, Palm Beach Villas II, and Mil-Run Court. Several community gatherings, and cleanup and beautification projects were completed this last year.



## community center

Over 16,700 children, baby boomers and seniors participated in the programs offered at the Community Center! The Center offers our residents a convenient and friendly environment with various programs and opportunities.

The Center is the focal point for a large portion of the community, offering Karate, Tai-Chi, Chess Club, Book club, Pre-K classes for children, Yoga, Jazzercise, Senior Congregate Meal program, Ballet/Tap classes, Kidz Club, Tennis Lessons, AARP 55-Alive, Parents without Partners, Alcoholic Anonymous, Volleyball, Basketball programs, and much more.

## athletics

Over 1,000 adults, and 569 youths took part in our athletic leagues in 2006. From co-ed softball, basketball, soccer to tennis, Greenacres' residents enjoyed athletics through a variety of choices.

## camps

The program provides a safe, structured and nurturing environment for children in kindergarten through the 8<sup>th</sup> grade. Over 192 children participated in the 9 week summer camp which had a theme of "Password to Adventure". The camp included a variety of educational activities and field trips. The winter and spring camps had 132 children who enjoyed crafts, field trips, and activities.

## youth programs

**CARES** – The C.A.R.E.S. (*Children Are Really Extra Special*) program is a licensed year-round after school program serving 120 elementary school age children. The program provided opportunities such as field trips, computer instruction, karate instruction, art expression, FCAT tutorial, and daily homework assistance. The program has been very successful as 70% of attendees had improved FCAT scores and 82% of attendees had improved grades.

**Cool Zone** – This licensed program provides free services and activities year-round for up to 40 middle school age youth. The primary focus of the program is on the importance of community service, fostering leadership skills, respect for others and self responsibility. The program has been successful as 65% of attendees had improved FCAT scores and school grades.

**Hot Spot** – A supervised drug free program for teenagers between the ages of 14 and 17, provides teens with a fun, educational and safe environment. Participants participate in several athletic leagues and are provided with free FCAT/SAT Tutoring, Mock job interviews/job seeking skills and job bank.

# efficient and effective services

*We pride ourselves on providing high quality services that reflect courtesy, competency and responsiveness at the least cost to our residents and businesses.*

The City of Greenacres provides the following services to our residents:

## ■ general government

- **Legislative:** establishment of laws and policies that promote the welfare of the City and protect the health and safety of residents.
- **Executive:** Financial & Administrative Services to manage business operations including general management, budgeting, accounting, human resources, purchasing, information technology, legal council, planning and zoning.

## ■ public safety

- Police (*law enforcement & crime prevention*).
- Fire protection (*prevention and suppression*)
- Emergency medical care and transport.
- Construction Permitting and Inspections.
- Code Enforcement.
- Emergency Management.

## ■ public works

- Solid waste and recycling collection.
- Public roads and drainage systems.
- Traffic control and signage.
- Public right-of-way landscaping.

## ■ culture/recreation

- Parks.
- Recreation and Leisure activities.
- Community Events.
- After school care.

## business management

By managing our organization as a business we continually evaluate the quality and cost of our services to ensure that we are maximizing the use of public dollars.

## benchmarking

To assess our performance we analyzed the cost of our services with comparably sized and adjacent cities for the similar services provided. An indicator of efficiency is the expenditures or cost for the categories of service included in the general operating fund. Of the comparable cities, the City of Greenacres has the lowest cost per resident at \$586 for government services.

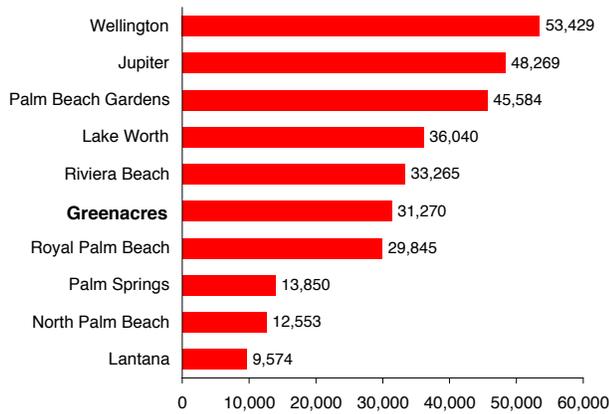
The analysis also shows the City residents have the lowest solid waste and recycling rates at \$6.24 per month.

Of the agencies that provide ambulance transport services, the City of Greenacres has the second lowest rate.

# performance measurement

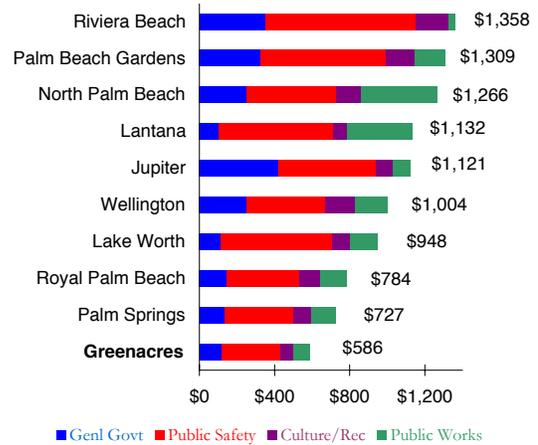
While the City has always operated on a business model, in 2004 we adopted a performance management system to manage for even better results from the citizen taxpayers perspective. Our performance measures include the inputs (resources to provide a service), outputs (amount of services) efficiency (productivity or unit cost) and effectiveness (quality of service). By comparing our actual efficiency and effectiveness measures with benchmarking data from comparably sized cities we can continually look to improve our process for delivering services.

## comparable cities by population



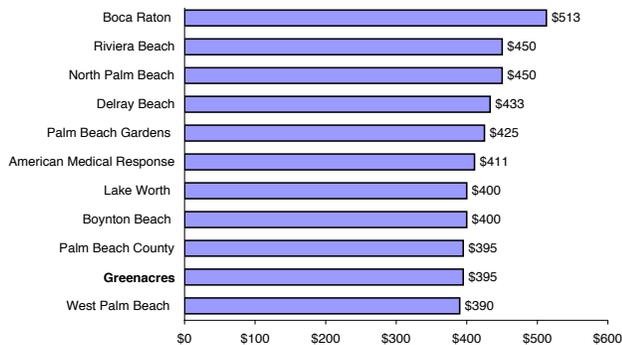
**Population:** Population of comparably sized and adjacent cities as of April 1, 2005, provided by the University of Florida BEBR.

## government services cost/resident



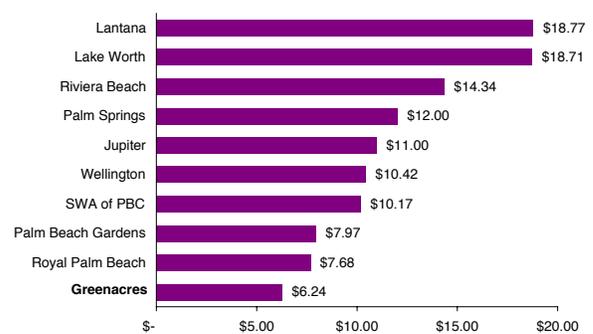
**Cost per resident:** Total annual expenditures for government services divided by city population. Figures based on 2005 audit reports.

## ambulance rates



**Ambulance Rates:** 2006 advanced life safety ambulance transport rates.

## solid waste collection rates



**Solid Waste Collection Rates:** 2006/2007 garbage and recycling rates for 2 times per week curbside pickup.

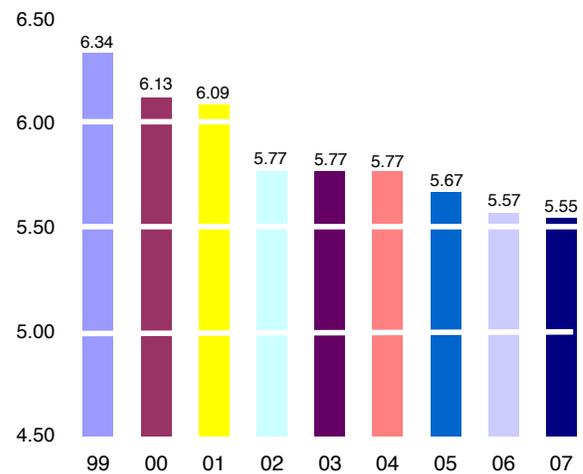
# fiscally responsible financially sound

*Responsibility is demonstrated through our actions which reduced the property tax rate by 15% in the last ten years, and increased the levels of service.*

## property tax rates

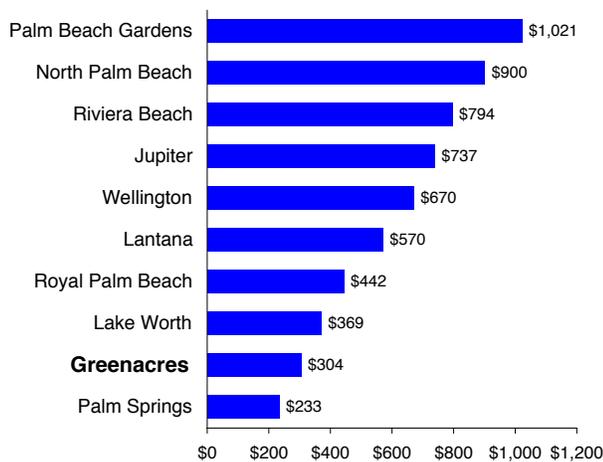
As of July 1, 2006, the taxable value of all properties in the City was 1.97 billion dollars, an increase of 27.36% from the prior year. Despite this increase, the City still has the lowest property values of the ten largest cities in the County. With the lowering of the property tax rate to \$5.55/per \$1,000 of assessed value, the City has the lowest per capita tax among the ten largest cities in the County and the second lowest among neighboring cities, demonstrating that our residents do get the best value for their money.

## property tax rates



**Property Tax Rate:** \$ per 1,000 of assessed property value. For a \$200,000 home, the tax rate for 2007 is \$5.55/1,000 x 200,000 which equals \$1,110.

## property tax per person



**Property tax per person:** Total revenue generated from property taxes divided by city population. Based on 2005 Palm Beach County Property Appraiser report.

## award winning budgets & annual audits

The Government Finance Officers Association of the United States and Canada (GFOA) awarded a Certificate of Achievement for Excellence in Financial Reporting to the City of Greenacres for its Comprehensive Annual Financial Report (CAFR) for the fiscal year ending September 30, 2005. The Certificate of Achievement is a prestigious national award, recognizing conformance with the highest standards for preparation of state and local government financial reports. The City of Greenacres has received a Certificate of Achievement for the last fifteen consecutive years (fiscal years 1991-2005). Also, this year marked the 13th year the City was presented with the Distinguished Budget Presentation Award by the Government Finance Officers Association (GFOA) for meeting the criteria established by GFOA.

## grants

The City received approximately \$639,043.00 in grant funds for after school programs, public safety equipment, and community development improvements in the original section.

# five - year financial summary

| <b>GOVERNMENTAL REVENUES<sup>1</sup></b> | <b>2002</b>         | <b>2003</b>         | <b>2004</b>         | <b>2005</b>         | <b>2006</b>         |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|
| Charges for Services                     | 1,688,496           | 2,247,315           | 2,446,893           | 2,501,932           | 2,530,525           |
| Interest                                 | 152,618             | 90,241              | 92,687              | 412,034             | 930,022             |
| Intergovernmental                        | 3,309,268           | 3,443,306           | 4,045,416           | 4,694,599           | 5,978,413           |
| Licenses & Permits                       | 1,070,278           | 1,616,972           | 1,261,603           | 1,242,119           | 1,412,060           |
| Other                                    | 760,985             | 685,173             | 1,085,634           | 900,985             | 2,359,987           |
| Taxes                                    | 8,668,419           | 9,740,578           | 10,636,124          | 11,963,080          | 14,166,733          |
| <b>TOTAL</b>                             | <b>\$15,650,064</b> | <b>\$17,823,585</b> | <b>\$19,568,357</b> | <b>\$21,714,749</b> | <b>\$27,377,780</b> |

| <b>GOVERNMENTAL EXPENDITURES<sup>2</sup></b> | <b>2002</b>         | <b>2003</b>         | <b>2004</b>         | <b>2005</b>         | <b>2006</b>         |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|
| Public Safety                                | 7,151,068           | 8,322,436           | 8,848,065           | 9,105,071           | 9,418,319           |
| General Government                           | 2,404,839           | 2,536,410           | 2,846,270           | 3,104,802           | 3,342,910           |
| Capital Outlay                               | 4,772,493           | 1,486,146           | 1,232,574           | 1,955,359           | 4,519,311           |
| Physical Environment                         | 1,302,286           | 1,320,588           | 1,367,842           | 1,368,557           | 1,386,181           |
| Culture/Recreation                           | 1,477,566           | 1,504,012           | 1,583,275           | 1,566,202           | 1,629,656           |
| Transportation                               | 1,117,702           | 1,183,020           | 1,308,203           | 1,271,357           | 1,359,785           |
| Debt Service                                 | 588,319             | 588,385             | 588,401             | 706,063             | 616,343             |
| <b>TOTAL</b>                                 | <b>\$18,814,273</b> | <b>\$16,940,997</b> | <b>\$17,774,630</b> | <b>\$19,077,411</b> | <b>\$22,272,505</b> |

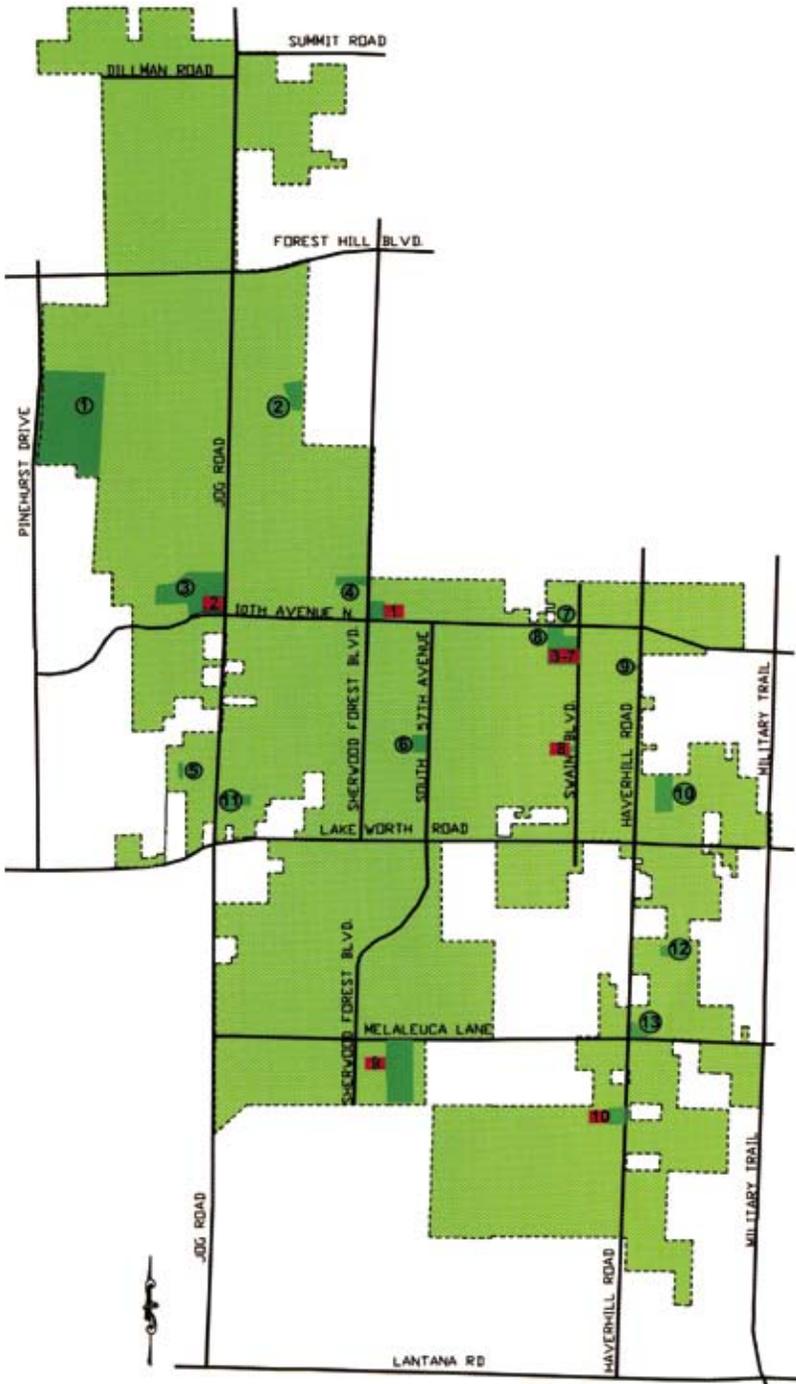
## Notes:

1,2 Report of Independent Financial Auditors.

Revenue and expenditure amounts include all funds consisting of general, capital projects, and non-major funds.

Excess (*deficiency*) of revenues over (*under*) expenditures is covered in the fund balance maintained between 10% to 30% of expenditures.

# map of greenacres



## GREENACRES FACILITIES

- 1 CITY HALL
- 2 PUBLIC SAFETY HEADQUARTERS
- 3 PUBLIC WORKS HEADQUARTERS
- 4 COMMUNITY CENTER
- 5 COMMUNITY HALL
- 6 LEISURE SERVICES ADMINISTRATION
- 7 LEISURE SERVICES ACTIVITIES BLDG.
- 8 PUBLIC WORKS BLDG. SERVICES
- 9 FUTURE MUNICIPAL COMPLEX
- 10 PUBLIC SAFETY STATION #2

## GREENACRES PARKS

- 1 GREENACRES FREEDOM PARK
- 2 VETERAN'S PARK
- 3 COMMUNITY PARK
- 4 BURROWING OWL PARK
- 5 RAMBLEWOOD PARK
- 6 ROY RAMBO PARK
- 7 FRIEND PARK
- 8 IRA VAN BULLOCK PARK
- 9 OASIS PARK
- 10 BOWMAN PARK
- 11 HEATHER ESTATES PARK
- 12 EMPIRE PARK
- 13 GLADIATOR PARK

# greenacres at-a-glance

- Located in central Palm Beach County in southeast Florida, 7 miles from the Atlantic Ocean.
- Founded by Lawrence Carter Swain and Incorporated in 1926 (reincorporated 1947)
- Council/Manager form of Government
- Six-member Council (nonpartisan), Mayor elected at large; City Council elected by districts
- City Manager appointed by the Council
- Municipal Departments – Administration, Finance, Building, Leisure Services (*Recreation*), Planning and Engineering, Public Safety (*Police, Fire, Emergency Medical Service*), and Public Works
- Municipal Employees – 193 Full time and 35 Part-time

## DEMOGRAPHICS

|                     |        |
|---------------------|--------|
| Population          |        |
| as of April 1, 2000 | 27,883 |
| as of April 1, 2006 | 31,734 |

### Age & Gender (Census 2000)

|                |        |
|----------------|--------|
| Male           | 12,896 |
| Female         | 14,673 |
| Under 5 years  | 1,675  |
| 5 to 19 years  | 4,636  |
| 20 to 64 years | 14,749 |
| 65 and over    | 6,509  |

|                    |      |
|--------------------|------|
| Median age (years) | 39.6 |
|--------------------|------|

### Housing

|                               |        |
|-------------------------------|--------|
| Total Housing Units (11/2006) | 16,481 |
| Single Family                 | 4,518  |
| Multi Family                  | 11,963 |

### Average Home Values (2006)

|                           |           |
|---------------------------|-----------|
| Single Family Homes       | \$210,405 |
| Condominiums & Town Homes | \$165,839 |

|                      |          |
|----------------------|----------|
| Median Family Income | \$64,400 |
|----------------------|----------|

## ECONOMICS

|  |                 |
|--|-----------------|
| Gross Taxable Property value (07/2006) | \$1,974,024,219 |
| Property Tax Rate                      | \$5.55/\$1,000  |
| Fiscal Year 2007 Budget                | \$45,701,024    |
| Commercial Business Locations          | 732             |
| Commercial Business Licenses           | 1,668           |
| Home Business Licenses                 | 669             |

## LAND USE

|                           |                  |
|---------------------------|------------------|
| Land Area                 | 5.5 square miles |
| Land Use:                 | % of Total       |
| Residential               | 70%              |
| Commercial                | 11%              |
| Public                    | 17%              |
| Mixed Use                 | 2%               |
| Developed                 | 95%              |
| Undeveloped               | 5%               |
| Parks:                    |                  |
| Active (89.77 Acres)      | 11               |
| Passive (.53 Acres)       | 2                |
| Local County (1700 acres) | 1                |

## EDUCATION

|                           |   |
|---------------------------|---|
| Public:                   |   |
| Elementary Schools        | 5 |
| Middle Schools            | 3 |
| High Schools              | 1 |
| Post Secondary Education: |   |
| Private College           | 1 |

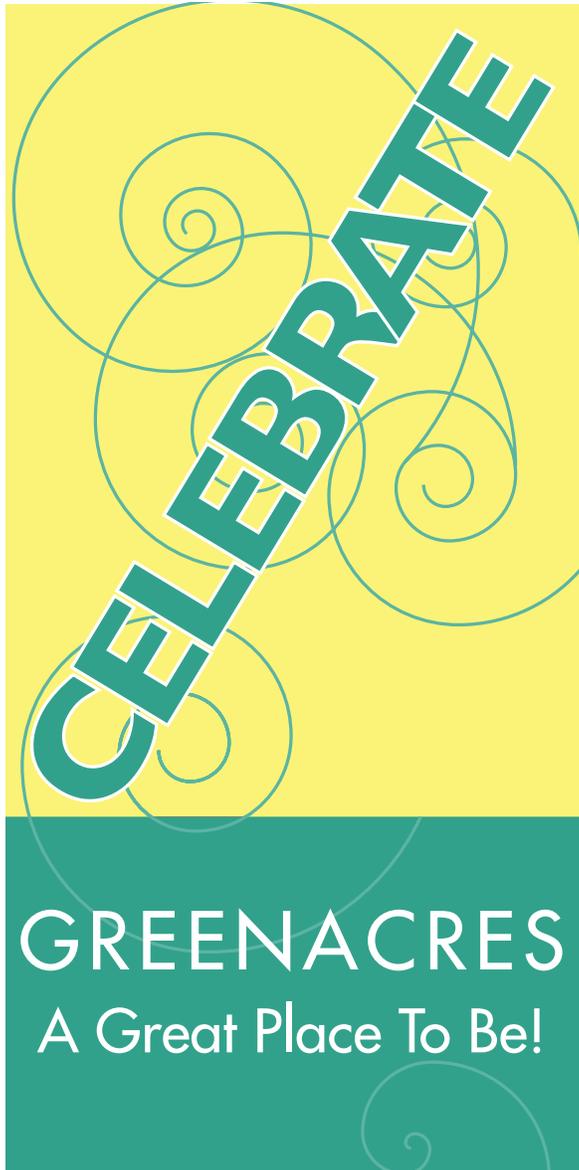
## OTHER

|                           |          |
|---------------------------|----------|
| Tree City USA Designation | 14 Years |
| Library                   | 1        |
| Post Office               | 1        |

## CITY OFFICIALS

|                      |  |
|----------------------|--|
| Samuel J. Ferreri    | Mayor                                  |
| Richard C. Radcliffe | Deputy Mayor                           |
| Peter A. Noble       | Councilman <small>District 2</small>   |
| Charles E. Shaw      | Councilman <small>District 3</small>   |
| Doris A. Fouts       | Councilwoman <small>District 4</small> |
| Norman W. Rose       | Councilman <small>District 5</small>   |
| Wadie Atallah        | City Manager                           |

# GOVERNMENT DIRECTORY



|  |                |
|--|----------------|
| <b>City Hall</b>                                     |                |
| General Information .....                            | 642-2000       |
| <b>Administration</b>                                |                |
| Mayor & City Council .....                           | 642-2006       |
| City Manager .....                                   | 642-2017       |
| City Clerk.....                                      | 642-2007       |
| Human Resources .....                                | 642-2001       |
| <b>Public Safety Department</b>                      |                |
| <b>Emergency</b> - Police/Fire/Medical Services..... | <b>9-1-1</b>   |
| General - Police/Fire/Medical Services.....          | 642-2160       |
| <b>Finance Department</b>                            |                |
| Billing - Solid Waste Collection.....                | 642-2012       |
| General.....   | 642-2013       |
| <b>Leisure Services Department</b>                   |                |
| Administration .....                                 | 642-2181       |
| Community Center .....                               | 642-2090       |
| After School Programs .....                          | 642-2191       |
| <b>Planning and Engineering Department</b>           |                |
| Engineering.....                                     | 642-2058       |
| Planning.....  | 642-2054       |
| <b>Building Department/Code Enforcement</b>          |                |
| Building .....                                       | 642-2052       |
| Code Enforcement.....                                | 642-2065       |
| Local Business Tax (FNA Occupational License).....   | 942-2053       |
| <b>Public Works Department</b>                       |                |
| Administration .....                                 | 642-2071       |
| Solid Waste Collection.....                          | 642-2071       |
| <b>Utilities</b>                                     |                |
| Palm Beach County Water Utilities .....              | 740-4600       |
| Florida Power & Light ( <i>F.P.L.</i> ).....         | 697-8000       |
| Bell South..... Residential                          | 1-877-737-2478 |
| .....Commercial                                      | 1-866-620-6900 |
| Adelphia Cable.....                                  | 1-888-683-1000 |
| Florida Public Utilities ( <i>Gas</i> ) .....        | 832-2461       |
| Solid Waste/Recycling .....                          | 642-2071       |

For more information, visit our website at: [www.ci.greenacres.fl.us](http://www.ci.greenacres.fl.us)

**City of Greenacres**

5985 10<sup>th</sup> Avenue North  
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