



GREENACRES

a great place to be



From Left:

Councilman Charles E. Shaw
Councilman Norman W. Rose
Councilwoman Doris A. Fouts
Councilman Richard C. Radcliffe
Mayor Samuel J. Ferreri
Councilman Peter A. Noble

Dear Greenacres Community:

On behalf of the City Council and our employees, we are pleased to present the 2007 Annual Report which provides information about the City, our key programs, and financial performance for the past year. It provides an overview of the activities related to our organization's goals along with comparative performance measures that continue to demonstrate the City's efficiency and effectiveness in providing you with services.

2007 presented us with challenges like the slowdown in the economy, turmoil in the housing market, and State mandated revenue cuts. To address the impact of these events, we made adjustments to some of our programs, and slightly decreased some service levels.

A major highlight of 2007, was the City's recognition as one of the "100 Best Communities for Young People" by America's Promise – The Alliance for Youth, a national organization based in Washington D.C., founded by General Colin Powell. The City of Greenacres was one of only four (4) communities recognized in the State of Florida as the best places for young people to live and grow.

We believe that all of our programs exemplify excellence when taking into account their efficiency and effectiveness as outlined in this report.

We are proud of what we've achieved with the support of the community. The commitment from the City Council and employees truly makes our mission a reality. As we look to the future we need the collaborative efforts of residents, the business community and civic organizations to continue to make Greenacres a great place to be!

Sincerely,

Samuel J. Ferreri
Mayor



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.

organizational values

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

Our goals, objectives, and programs are strategically planned to help us achieve our mission. In general, the quality of life in our community is measured by 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 a safe City.
- Maintain a well planned, attractive community.
- Promote diversity in community life, leisure, and recreation.
- Maintain an efficient and effective local government.
- Promote excellence in customer service.
- Promote a professional workforce through training and education.





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, apprehending criminals, preserving safety, and providing crime prevention and safety programs.

ACTIVITY	QUANTITY
Calls for Service	22,375
Number of Persons Arrested	2,417
Traffic Crashes Investigated	1,268
Traffic Citations Issued	8,837
Criminal Cases Investigated	342
Crime Clearance Rate	64%
DUI Arrests	75
Special Response Team Activation	8
Crime Prevention & Safety Programs	1,040 Hrs
Neighborhood Watch Meetings	105
Child Safety Seat Inspections	87
Vehicle Etching Programs	3
Kid Print Program	2
Vehicle Safety Check Points	5
Seat Belt Campaigns	6
Park Walk & Talk	811 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 and tetanus vaccinations to seniors and their caregivers age 60 and over.

ACTIVITY	QUANTITY
Calls for Service	4,604
Avg. Response Time	4.3 Minutes
Number of ALS Transports	1,688
Number of BLS Transports	784
Number of Patients Treated	3,754
Number of Blood Pressure Screening	1,287
Number of Residents Certified in CPR	148
Number of Seniors Immunized	184

school crossings

This program provides for the safe crossing of roadways by children going to or returning from schools during school hours. The program provides 40 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 2007, the City continued developing emergency management plans to meet Department of Homeland Security regulations and to prepare for Pandemic Flu operations. The City also purchased an Emergency Advisory Radio System, Station 1650 AM, to provide residents with City information during emergencies.

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	3,908
Total Inspections	21,408
Structural Inspections	11,082
Mechanical/Plumbing Inspections	4,441
Electrical Inspections	5,119
Misc. Inspections	766

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
Violation Inspections	2,084
Violation Cases Processed	376
Violation Cases Presented to Code Enforcement Board	131
Violation Cases Complied	305

fire prevention and protection

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

ACTIVITY	QUANTITY
Fire Safety Inspections	1,470
Fire Safety Programs	8
Evaluation of School Fire Drills	7
Number of Fires Responded To	137
Construction Plans Reviewed	10

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-ways, streets, sidewalks and medians, roadway signage and lighting, and storm drainage systems, including inlets, pipes, lakes, and canals.



zoning, land use and development

The application of zoning, land use, and development regulations ensures that existing and new developments and construction activities are undertaken in a manner that provides long term viability of neighborhoods and commercial areas in our community. In 2007, the City's land area increased by 6.91 acres through voluntary annexations.

ACTIVITY	QUANTITY
Site Plan Approvals	5
Site Plan Amendments	26
Variances	2
Temporary Use Permits	58
Zoning Permits Reviewed	408
Commercial Square Footage Approved	50,329
New Dwelling Units Approved	20
Approved Dwelling Units Constructed	219
Landscape Inspections	394

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	444
Miles of Pavement Maintained	22.25
Number of Landscape Medians	41
Number of Trees in Public Right-of-Way	1,513
Number of Public Buildings Maintained	17
Number of Trees at Public Building Sites	2,307
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	2,712





community cleanup events

- **Great American Cleanup:** On April 28, 2007, 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 painting of the walls on Haverhill Road and 57th Avenue south of Biscayne Boulevard. Residents are encouraged to take pride in their neighborhood by maintaining their property in an aesthetically pleasing manner which benefits the entire community.
- **Neighborhood Cleanup:** On September 15, 2007, the City assisted Pickwick Park mobile home residents with removing 10,606 lbs. of trash and litter as part of an annual Keep Palm Beach County Beautiful, Inc. cleanup event.
- **Arbor Day Celebration:** On April 27, 2007, the City observed National Arbor Day by hosting a tree planting ceremony at the former City Hall. The event was attended by City Council members, City employees, local media, and children from a local preschool. The event is part of the City's commitment to educate 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

A 4.6 acre site adjacent to Cholee Lake Elementary School, north of Forest Hill Boulevard and west of Jog Road, received 170 Slash Pines as part of a grant from Palm Beach County. The grant requires removal of invasive exotic trees and shrub species and replacement with native species.

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 outlived its useful life. The following is a sample of projects undertaken in 2007.

- New Municipal Complex.
- EMS Auto Pulse Compression Units in ambulances.
- New restroom facility, soccer field lights, and parking lot expansion at Freedom Park.
- Digital In-Car Video Cameras for police traffic vehicles.
- Neighborhood Park Improvements.
- Rehabilitation of stormwater drainage pipes in Villa Del Trio, Lake Worth Hills, and the Original Section of our City.
- Invasive tree removal north of Forest Hill Boulevard, west of Jog Road.
- Replacement of bollard lights on the pathway at Community Park.
- Roadway pavement markings in Palm Villas II and Original Section.
- Roof replacement on Leisure Services' administration building.
- Replacement of Public Safety vehicles.





community life & leisure

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 26,000 with a 96% satisfaction rate from attendees.

Winter Concert Series - Three free concerts were held at Community Park, featuring bands from John I. Leonard High School, L.C. Swain Middle School, and Palm Beach Central High School.

Love on the Lawn - A Valentine's Day celebration. Councilman Richard Radcliffe and Councilman 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 18,000 eggs delivered by the Easter Bunny.

"Ignite the Night" – July 4th Celebration

Over 9,000 residents and visitors celebrated Independence Day and enjoyed the magnificent fireworks display at Greenacres Community Park.

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

Salsa Fest – This new event, sponsored by Palms West Chamber of Commerce, attracted thousands to Greenacres Community Park to enjoy salsa dancing, food, dominos tournament, and nationally recognized entertainment.

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 Villas II, and Mil-Run Court. Several community gatherings, and cleanup and beautification projects were completed last year.





community center

Over 17,900 children, adults, 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, Yoga, Jazzercise, Senior Congregate Meal program, Ballet/Tap classes, Salsa Dance, Watercolor Painting, AARP Tax Service, Senior trips, Dances, AARP 55-Alive, Volleyball, Basketball programs, and much more.

athletics

Nearly 550 adults and 971 youth took part in our athletic leagues in 2007. Greenacres' residents enjoyed co-ed softball, basketball, soccer, flag football, little league baseball, and men's modified softball.

camps

The program provides a safe, structured, and nurturing environment for children in kindergarten through the 8th grade. Over 200 children participated in the 11 week summer camp. The camp included a variety of educational activities and field trips. The winter and spring camps had 135 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 60% of attendees had improved FCAT scores and 80% of attendees had improved grades.

Cool Zone – This licensed program provides free services and activities year-round for up to 50 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 60% 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. Attendees participate in several athletic leagues and are provided with free FCAT/SAT tutoring, career exploration, and volunteer hours for high school graduation.

Award – 100 Best Communities for Young People. The City was the recipient of a national award in 2007 by America's Promise-The Alliance for Youth, the nation's largest alliance dedicated to children and youth. This award program recognizes the 100 best communities across America that are the best places for young people to live and grow.





efficient & 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 community...

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 and administrative services to manage business operations including general management, budgeting, accounting, human resources, purchasing, information technology, legal counsel, planning and zoning.

public safety

- Police (*law enforcement and 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.

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 service delivery process.

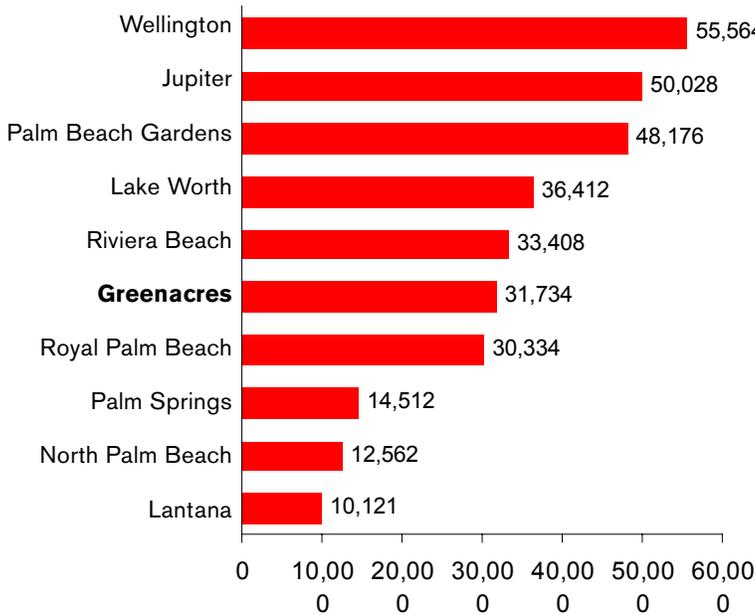


benchmarking

To assess our performance we analyzed the cost of our services with comparably sized and adjacent cities providing similar services. An indicator of efficiency is the expenditure or cost per resident for the government services included in the general operating fund. Of the comparable cities, the City of Greenacres has the lowest cost for government services at \$596 per resident.

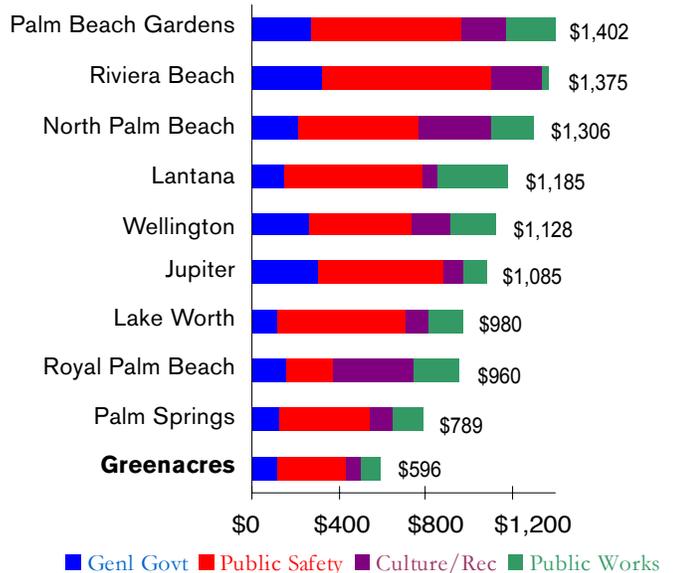
The analysis also shows that Greenacres' residents have the lowest solid waste recycling rates at \$6.48 per month, and lowest ambulance transport rates at \$395.00.

Comparable Cities by Population



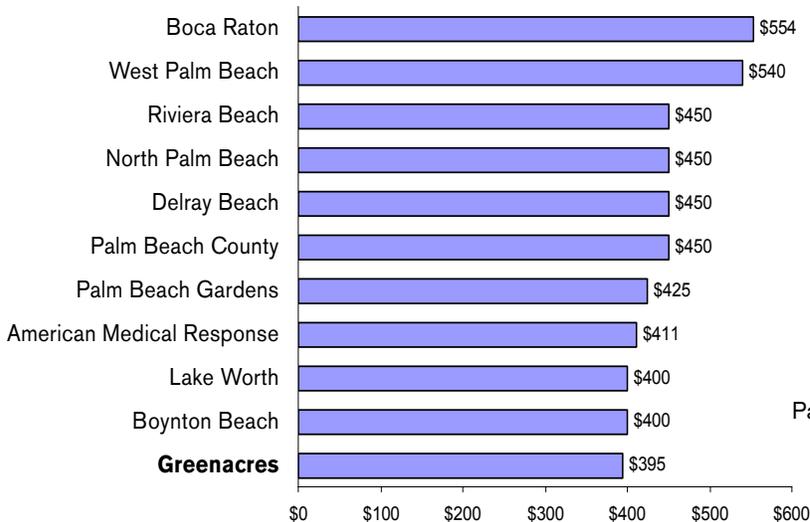
Population: Population of comparably sized and adjacent cities as of Nov. 7, 2006, provided by the University of Florida BEBR.

Government Services Cost per Resident



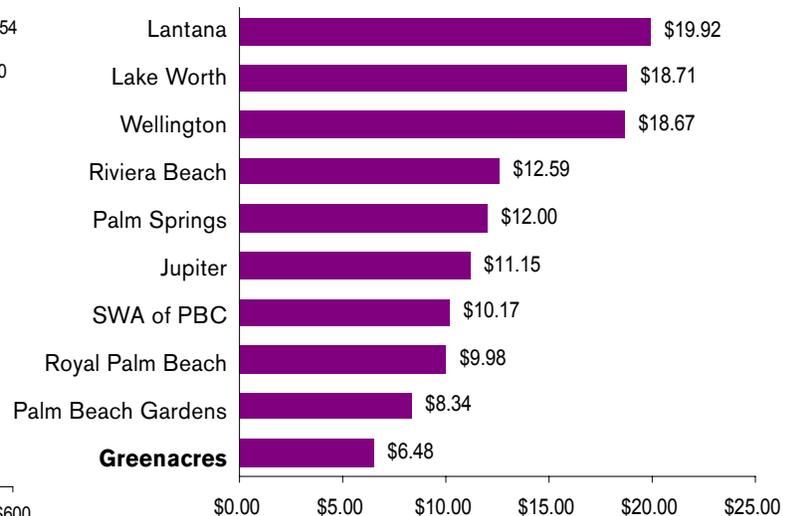
Cost per Resident: Total annual expenditures for government services divided by city population. Figures based on 2006 audit reports.

Ambulance Rates



Ambulance Rates: 2007 advanced life safety ambulance transport rates.

Solid Waste Collection Rates



Solid Waste Collection Rates: 2007/2008 garbage and recycling rates for 2 times per week curbside pickup.



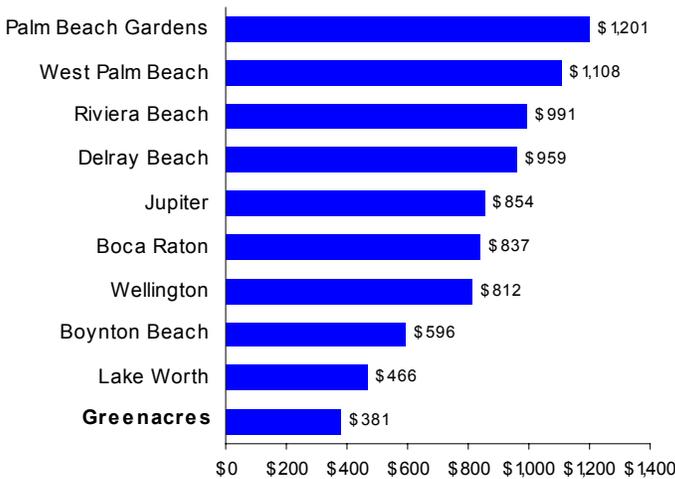
financially responsible...financially sound

Responsibility is demonstrated through our actions which reduced the property tax rate by 23% in the last nine years and increased levels of service.

property tax rates

As of July 1, 2007, the taxable value of all properties in the City was 2.15 billion dollars, an increase of 9.1% from the prior year. With the lowering of the property tax rate to \$4.70/per \$1,000 of assessed value, the City has the lowest per capita tax among the ten largest cities in the County, demonstrating that our residents get the best value for their money.

Property Tax per Person

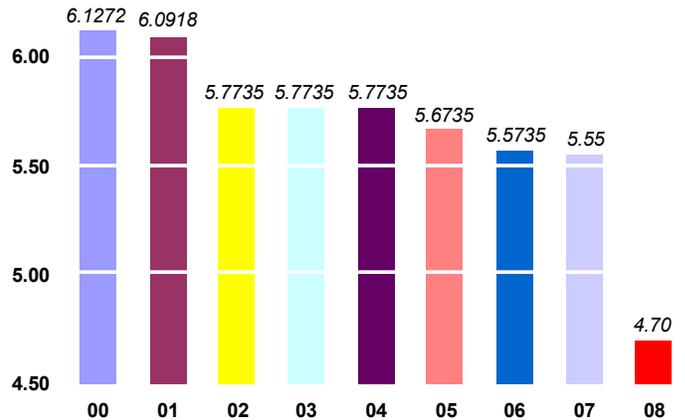


Property tax per person: Total revenue generated from property taxes divided by city population. Based on 2006 Palm Beach County Property Appraiser report.

grants

The City received approximately \$639,656 in grant funds for after school programs, public safety equipment, E-911, emergency medical equipment, and community development improvements in the original section.

Greenacres Property Tax Rate (Operating & Debt Service)



Property Tax Rate: \$ per 1,000 of assessed property value. For a \$200,000 home with a homestead exemption, the tax rate for 2008 is \$4.70/1,000 x \$175,000 which equals \$940.

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, 2006. 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 sixteen consecutive years (*fiscal years 1991-2006*).

This year also marked the 14th 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.

five year financial summary

GOVERNMENTAL REVENUES ¹	2003	2004	2005	2006	2007
Charges for Services	\$ 2,247,315	\$ 2,446,893	\$ 2,501,932	\$ 2,530,525	\$ 2,685,897
Interest	90,241	92,687	412,034	930,022	1,295,853
Intergovernmental	3,443,306	4,045,416	4,694,599	5,978,413	4,534,673
Licenses & Permits	1,616,972	1,261,603	1,242,119	1,412,060	1,001,365
Other	685,173	1,085,634	900,985	2,359,987	603,765
Ad Valorem Taxes	5,072,771	5,881,540	6,919,976	8,340,566	10,580,841
Franchise Fees	1,189,054	1,238,976	1,341,265	1,909,999	1,913,269
Public Service & Local Option Gas Tax	3,478,753	3,515,608	3,701,839	3,916,168	3,826,216
TOTAL	\$17,823,585	\$19,568,357	\$21,714,749	\$27,377,740	\$26,441,879

GOVERNMENTAL EXPENDITURES ²	2003	2004	2005	2006	2007
Public Safety	\$ 8,322,436	\$ 8,848,065	\$ 9,105,071	\$ 9,418,319	\$10,610,858
General Government	2,536,410	2,846,270	3,104,802	3,342,910	3,367,221
Capital Outlay	1,486,146	1,232,574	1,955,359	4,519,311	5,497,303
Physical Environment	1,320,588	1,367,842	1,368,557	1,386,181	1,537,118
Culture/Recreation	1,504,012	1,583,275	1,566,202	1,629,656	1,721,975
Transportation	1,183,020	1,308,203	1,271,357	1,359,785	1,348,709
Debt Service	588,385	588,401	706,063	616,343	616,336
TOTAL	\$16,940,997	\$17,774,630	\$19,077,411	\$22,272,505	\$24,699,520

Notes:

^{1,2} Report of Independent Financial Auditors.

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

Excess of revenues over expenditures is covered in the fund balance maintained between 10% to 30% of expenditures.



greenacres – facilities & parks map



- GREENACRES FACILITIES** ■
- 1 CITY BUILDING
 - 2 PUBLIC SAFETY HEADQUARTERS
 - 3 COMMUNITY CENTER PARKING
 - 4 COMMUNITY CENTER
 - 5 COMMUNITY HALL
 - 6 LEISURE SERVICES ADMINISTRATION
 - 7 LEISURE SERVICES ACTIVITIES BLDG.
 - 8 CITY BUILDING
 - 9 CITY HALL and PUBLIC WORKS
 - 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, 5 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, 2007	32,105

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
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Housing	
Total Housing Units (12/2007)	16,685
Single Family	4,539
Multi Family	12,146

Average Home Values (2007)	
Single Family Homes	\$176,719
Condominiums & Town Homes	\$169,282

Median Family Income	\$64,800
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ECONOMICS

Gross Taxable Property value (07/2007)	\$2,152,750,751
Property Tax Rate	\$4.70/\$1,000
Fiscal Year 2008 Budget	\$46,067,154
Commercial Business Locations	732
Commercial Business Licenses	1,380
Home Business Licenses	432

LAND USE

Land Area	5.8 square miles
Land Use:	% of Total
Residential	77%
Commercial	11%
Public	10%
Mixed Use	2%
Developed	98%
Undeveloped	2%
Parks:	
Active (107 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	15 Years
Library	1
Post Office	1

CITY OFFICIALS

Samuel J. Ferreri	Mayor
Richard C. Radcliffe	Councilman <small>District 1</small>
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

city hall

General information	642-2000
administration	
Mayor & City Council	642-2006
City Manager	642-2017
City Clerk	642-2007
Human Resources	642-2001
public safety department	
Emergency - Police/Fire/Medical Services	9-1-1
General - Police/Fire/Medical Services	642-2160
finance department	
Billing – Solid Waste Collection	642-2012
General	642-2013
leisure services department	
Administration	642-2181
Community Center	642-2090
After School Programs	642-2191
planning & engineering department	
Engineering	642-2055
Planning	642-2054
building department/code enforcement	
Building	642-2052
Code Enforcement	642-2065
Local Business Tax (FKA Occupational License)	642-2053
public works department	
Administration	642-2071
Solid Waste Collection	642-2071
utilities	
Palm Beach County Water Utilities	740-4600
Florida Power & Light (F.P.L.)	697-8000
AT & T:	
Residential	1-877-737-2478
Business	1-866-620-6900
Comcast Cable	848-1600
Florida Public Utilities (Gas)	832-2461
Solid Waste/Recycling	642-2071



‘100 Best’ showcases cities and communities across the country that tackle challenges and demonstrate innovative efforts to deliver the Five Promises that young people need to succeed – Caring Adults; Safe Places; a Healthy Start; an Effective Education; and opportunities to Help Others.

More than 750 communities from all 50 states, as well as the District of Columbia, Puerto Rico and the U.S. Virgin Islands, entered the 2007 competition. The City of Greenacres was selected as 2007, 100 Best winners.

FOR MORE INFORMATION, VISIT OUR WEBSITE AT: www.ci.greenacres.fl.us

City of Greenacres

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Greenacres, FL 33463

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The Annual Report is published by the City of Greenacres and is distributed as a public service to City residents and businesses.