



2009

ANNUAL REPORT

FISCAL YEAR ENDING SEPTEMBER 30, 2009

CITY
OF
GREENACRES





SAMUEL J. FERRERI
MAYOR

RICHARD C. RADCLIFFE
COUNCILMAN - DISTRICT I

PETER A. NOBLE
COUNCILMAN - DISTRICT II

CHARLES E. SHAW
COUNCILMAN - DISTRICT III

DORIS A. FOUTS
COUNCILWOMAN - DISTRICT IV

NORMAN W. ROSE
COUNCILMAN - DISTRICT V

Dear Members of the Greenacres Community,

On behalf of the City Council and our employees, we are pleased to present the 2009 Annual Report for the fiscal year ending September 30, 2009. The report provides information about the City, our key programs, and financial performance for the past year. The report provides an overview of the activities related to our organization's goals along with comparative performance measures that demonstrate the City's efficiency and effectiveness in providing you with services.

As the national recession, which began in December 2007, dragged into 2009, the unprecedented financial challenges continued to impact our nation, our City, and our residents. Unemployment reached 11.7% in November 2009, and taxable property values in the City declined by 21.68% while foreclosures and bankruptcies continued to increase. The City was able to deal with the unprecedented challenges in 2009, through years of fiscal responsibility, long term planning and prioritization of services. Budget deficits were overcome without any job layoffs or noticeable reductions in services.

Greenacres continued to provide the best services at the least cost due to the efficiency of government operations. Greenacres residents' cost for City government services remained the lowest (\$714 per resident) in comparison to residents' cost in similar sized cities in the County, (\$852 to \$1,619 per resident). Services and facilities were enhanced utilizing a variety of grants, and the City received national recognition for its budget and comprehensive annual financial report from the Government Finance Officers Association.

As we look forward to the future, we do so with knowledge that the recovery from the recession will be slow and that there are challenges ahead. By maintaining our values of fiscal responsibility, and collaboration with residents, the business community, and civic organizations we will continue to make Greenacres a great place to be.

Sincerely,

Samuel J. Ferreri
Mayor

AS OF SEPTEMBER 30, 2009

OUR MISSION

TO CONTINUALLY IMPROVE THE COMMUNITY'S 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.

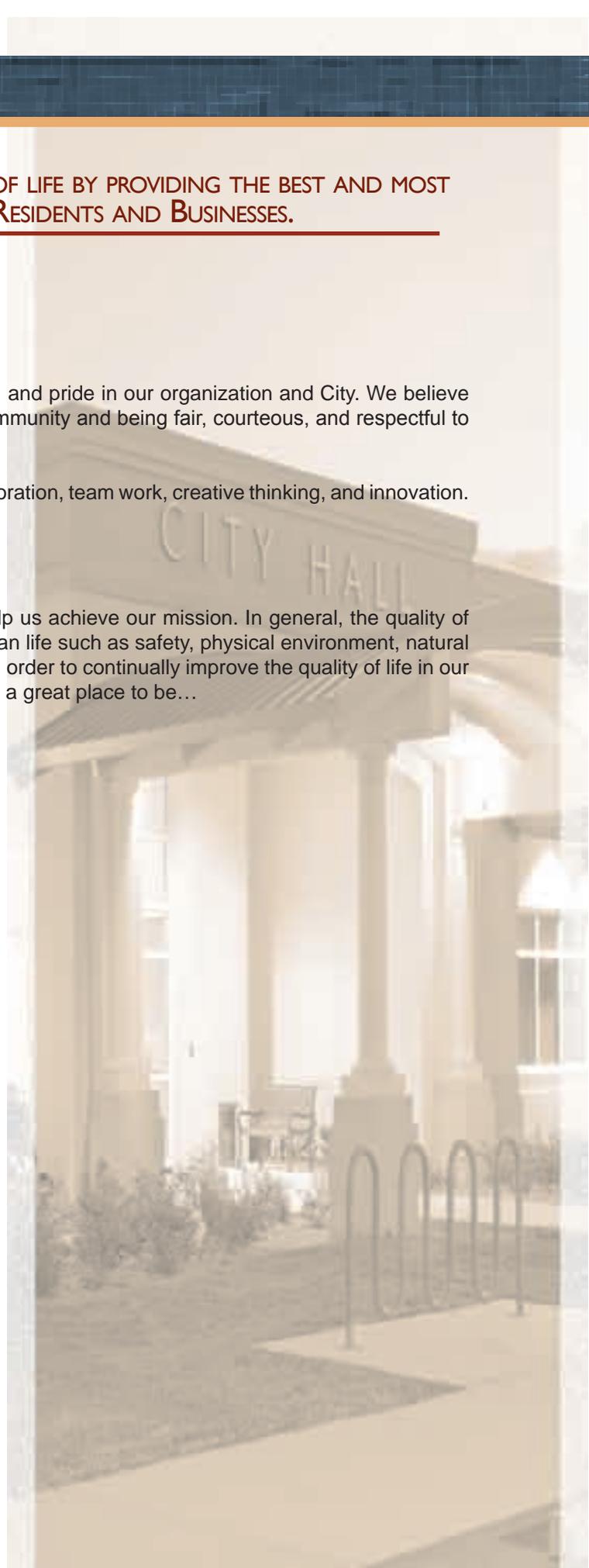
Maintain a well planned, attractive community.

Maintain an efficient and effective local government.

Promote diversity in community life, leisure, and recreation.

Promote excellence in customer service.

Promote a professional workforce through training and education.



WE PRIDE OURSELVES ON PROVIDING HIGH QUALITY SERVICES THAT REFLECT COURTESY, COMPETENCY AND RESPONSIVENESS AT THE LEAST COST TO OUR RESIDENTS AND BUSINESSES.

Business Management

Successful businesses provide the best value in goods and services with excellent customer service and outstanding return on investment to their shareholders.

In Greenacres, we manage our organization by employing the best business practices and continually evaluate the quality and cost of our services to ensure that our residents and businesses get the best value in services and return on their public investment.

Performance Measurement

Since 2004, we have been using a performance management system to manage for even better results from the 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*). The performance measures are part of the City's annual budget which is based on allocating resources for plans, programs and strategies to accomplish our long term goals to help achieve our mission. The performance measurement system is used to evaluate our service delivery system to ensure its efficiency and effectiveness.

We also compare our actual efficiency and effectiveness measures with benchmarking data from comparably sized cities in order to continually look to improve our service delivery process.



Greenacres Government Services

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, and planning and zoning.

Public Safety

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

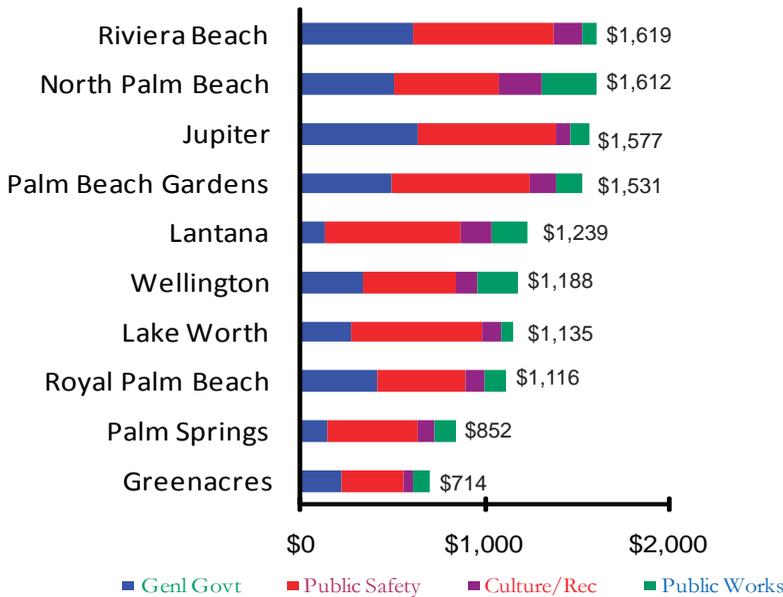
Culture/Recreation

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

Public Works

- Solid Waste and Recycling Collection
- Public Roads and Drainage Systems
- Traffic Control and Signage
- Public Right-of-Way Maintenance

Government Services Cost Per Resident



Cost Per Resident: Total annual expenditures for government services divided by city population. Figures based on 2008 audit reports.

Benchmarking...

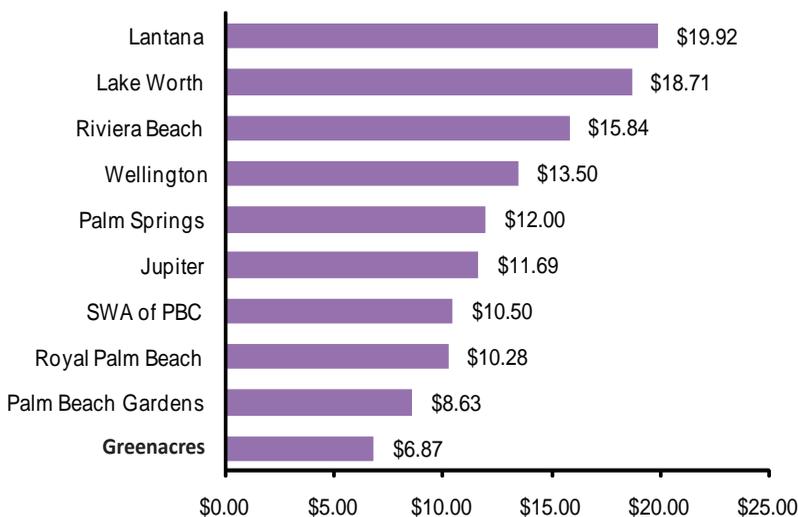
To assess our performance we analyzed the cost of our services with comparably sized and adjacent cities providing similar services.

An indicator of efficiency is the cost per resident for city government services included in the general operating fund.

Of the comparable cities, Greenacres residents have the lowest cost for city government services at \$714 per resident.

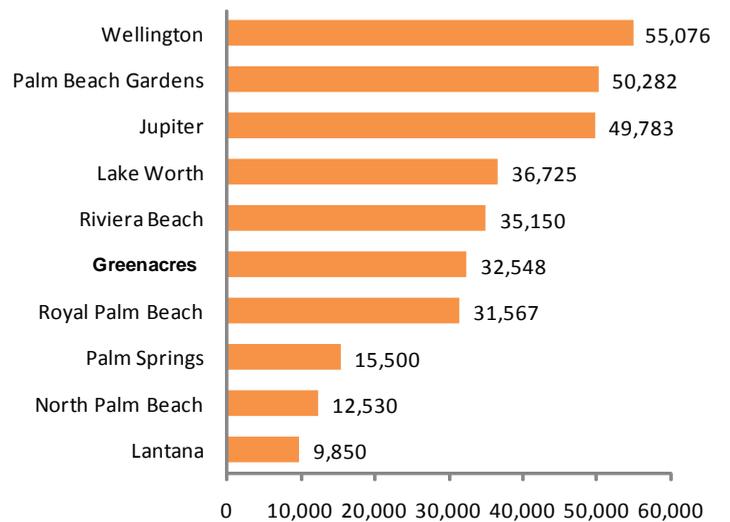
The analysis also shows that City residents have the lowest solid waste and recycling collection rates at \$6.87 per month.

Solid Waste Collection Rates



Solid Waste Collection Rates: 2008/2009 monthly garbage and recycling rates for 2 times per week curbside pickup.

Comparable Cities by Population



Population: Population of comparably sized and adjacent cities as of November 2008, provided by the University of Florida BEBR.

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.

Fire Rescue—EMS

The program provides for fighting fires and responding to medical emergencies with a focus on providing treatment and stabilization of patients using basic life safety (BLS) and advanced life safety (ALS) methods and transport to hospitals. The program also provides residents with classes in cardiopulmonary resuscitation (CPR), and administers influenza and tetanus vaccinations to seniors and their caregivers age 60 and over.

Activity	Quantity
Total Calls for Service	4,645
Medical Service Calls	4,171
Fire Service Calls	83
Average Response Time	5.25 Minutes
Number of ALS Transports	1,826
Number of BLS Transports	657
Number of Patients Treated	4,171
Number of Blood Pressure Screenings	825
Number of Residents Certified in CPR	83
Number of Seniors Immunized	169



Fire Prevention and Protection

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

Activity	Quantity
Fire Safety Inspections	1,156
Fire Safety Programs	6
Evaluation of School Fire Drills	3
Number of Fire Investigations Conducted	8
Construction Plans Reviewed	64
Approximate Value of Property Fire Loss	\$498,405

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 2009, the City continued developing emergency management plans to meet Department of Homeland Security and State of Florida regulations. Personnel continued to receive training on the Department of Homeland Security National Incident Management System. The City's Pandemic Influenza Preparedness and Response Plan was finalized and used by Palm Beach County Division of Emergency Management as a model for other cities.





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	23,639
Number of Persons Arrested	3,255
Traffic Crashes Investigated	1,184
Traffic Citations Issued	10,336
Criminal Cases Investigated	415
Crime Clearance Rate	66%
DUI Arrests	174
Special Response Team Activation	8
Attendees at Crime Prevention & Safety Programs	2,106
Neighborhood Watch Meetings	89
Child Safety Seat Inspections	138
Vehicle Etching Programs	1
Kid Print Program	3
Seat Belt Campaigns	4
Bike Patrol - Parks & Subdivisions	102 Hrs.

School Crossings

This program provides for the safe crossing of roadways by children going to and 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.

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	2,333
Violation Cases Processed	700
Violation Cases Sent to Board	89
Violation Cases Complied	609
Amount of Fines Collected	\$9,600

Permits & 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	2,201
Total Inspections	8,379
Structural Inspections	3,575
Mechanical/Plumbing Inspections	1,977
Electrical Inspections	2,483
Misc. Inspections	344
Estimated Value of Construction	\$15,648,751

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.





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 and replacement of equipment and infrastructure that has outlived its useful life. The following is a sample of projects completed in 2009.

- » Resurfacing of pathway and athletic courts at Greenacres Community park.
- » New youth soccer field at Freedom Park.
- » Improvements to Jennings Avenue.
- » Upgrade of playground safety surfaces at various parks.
- » Resurfacing of tennis and basketball courts at various parks.
- » Ballfield lighting control system.
- » Stormwater pipes rehabilitation in the Villa Del Trio subdivision.
- » Public Safety vehicles replacement including an ambulance and fire engine.

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	452
Lane miles of pavement maintained	44.54
Number of landscape medians	55
Number of trees in public right-of-way	1,524
Number of public buildings maintained	18
Miles of alleyways maintained	6.75
Number of public parks maintained	13
Acres mowed in public parks	67
Number of athletic fields maintained	10
Number of athletic courts maintained	26
Playground structures maintained	14
Number of trees in parks	4,275



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 2009, the City's land area increased by 6.45 acres through annexations.

Activity	Quantity
Annexations	6.45 ac.
Site Plan Approvals	3
Site Plan Amendments	22
Variances	2
Temporary Use Permits	44
Zoning Permits Reviewed	254
Commercial Square Footage Approved	8,690
New Dwelling Units Approved	0
Approved Dwelling Units Constructed	59
Landscape Inspections	153



Community Cleanup Events

Neighborhood Cleanup: On April 25, 2009, in commemoration of the Great American Cleanup, volunteers consisting of Council Members, City employees, residents, Hispanic Chamber of Commerce members, employees from a local Target retail store, and Cholee Lake Elementary students spent a sunny Saturday morning roadside removing litter along Haverhill Road, Centurian Circle, and Empire Way.

Volunteers also painted the exterior perimeter wall of Gladiator Park. Cholee Lake Elementary School students planted five (5) Live Oak Trees on a right-of-way adjacent to their school.

Arbor Day Celebration: The City of Greenacres was named a Tree City USA community by the Arbor Day Foundation for the seventeenth consecutive year. The City observed Arbor Day by hosting a tree planting ceremony on April 24, 2009, at the playground area at Ira Van Bullock Park. The event was attended by the Mayor and Council, City employees, and participants of the Greenacres Youth Program.





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 22,000 with a 98% satisfaction rate from attendees.

Daddy Daughter Dance — Girls from four to seventeen years of age enjoyed dining and dancing the night away with their dads.

Egg'stravaganza — Over 2,500 children enjoyed hunting for 16,000 eggs delivered and hidden by the Easter Bunny.

“Ignite The Night” - July 4th Celebration - Over 9,000 residents and visitors celebrated Independence Day and enjoyed the spectacular fireworks display at Greenacres Community Park.

Rock N' Roll Sunday - This motorcycle and car show held at Greenacres Community Park attracted thousands throughout the county to come out and support a local veteran's organization, listen to some rock-n-roll, grab a bite to eat and enjoy numerous craft vendors and merchants.

Salsa Fest - This event was co-sponsored by Palms West Chamber of Commerce and the City of Greenacres and was attended by over 11,000. This multicultural event attracted people throughout the state to come out and enjoy salsa dancing, food, dominos tournaments, and nationally recognized entertainment.

Neighborhood Improvement Program (NIP)

This program brings neighbors together to 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 block parties, and clean-up and beautification projects were completed in 2009.





Community Center

Class room space at the Community Center was used by children, baby boomers, and seniors who participated in programs, seminars, flu shots, and various other private and public activities. The Center offers our residents a convenient and friendly environment with various programs and opportunities.

The Center is a focal point for a large portion of the community and is the site of programs and classes such as: Karate, Watercolor painting, the daily Senior Congregate Meal program, Ballet/Tap, toddler programs, basketball, "Learning to Speak English" classes, senior trips/dances, senior health fairs, annual immunization clinic, and much more.



Athletics

Nearly 350 adults and 732 youth took part in our athletic leagues in 2009. Participants enjoyed co-ed basketball, soccer, flag football, Little League baseball and men's soccer.

Camps

The program provides a safe, structured environment for children in Kindergarten through the 8th grade. Over 150 children participated in the 9-week summer camp that included a variety of educational activities and field trips. The winter and spring camps had 286 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 inclusive year-round afterschool program serving 120 elementary school age children. The program provides opportunities such as field trips, computer instruction, art expression, FCAT tutorial (*provided by certified teachers*) and daily homework assistance. This program has been very successful with 74% of students enrolled demonstrating improved FCAT scores and 78% reporting improved grades.

Cool Zone - This licensed program provides free services and activities year-round for up to 50 middle school youth. The primary focus of the program is on developing leadership skills, community involvement, respect for others and self responsibility. The program had a very successful year with 74% of students demonstrating improved FCAT scores and school grades.

Hot Spot - A supervised, drug-free program for teenagers between the ages of 14 to 17 that provides a safe environment for teens to gain knowledge in life skills, opportunities for higher education and career exploration, while shaping future leaders through structured activities, SAT/ACT college test prep, college tours, FCAT tutorial and volunteer opportunities for High School graduation requirements.

In 2009, two (2) members were selected by the Palm Beach League of Cities to represent the City as Youth Delegates at the Florida League of Cities and the National League of Cities conferences. They were able to share their voice, opinions and feedback with dignitaries and elected officials from around the Country.



In 2009, Greenacres was designated as a Promise Place location, by America's Promise-The Alliance for Youth. This will enable the City to apply for the 2010 "100 Best Communities for Young People" Award.

Property Taxes

As required by Florida law, the City of Greenacres on an annual basis, sets a property tax rate, also referred to as “millage rate”. Property taxes are calculated by multiplying the millage rate times the assessed property value which is determined by the County Property Appraiser.

Property tax revenues are affected by new construction, existing property values, and the property tax rate. In 2009, the City collected \$8.57 million in property taxes which was a \$1.2 million decrease from 2008. While the property tax rate was the same in both years at 4.70 mills, the reduction was due to declining property values. As the City’s tax base grew between 2004 and 2007, due to new construction and appreciation of existing property values the millage rate was reduced from 5.77 to 4.70 mills.

In evaluating property taxes, rates alone do not provide an objective measure of what residents pay for government services. An objective measure is the Property Tax Per Person which takes into account the tax rate, assessed values, and the total population. The chart below shows that the City of Greenacres has the lowest per capita tax among the ten (10) largest cities in the County, clearly demonstrating that our residents have the lowest property tax burden.

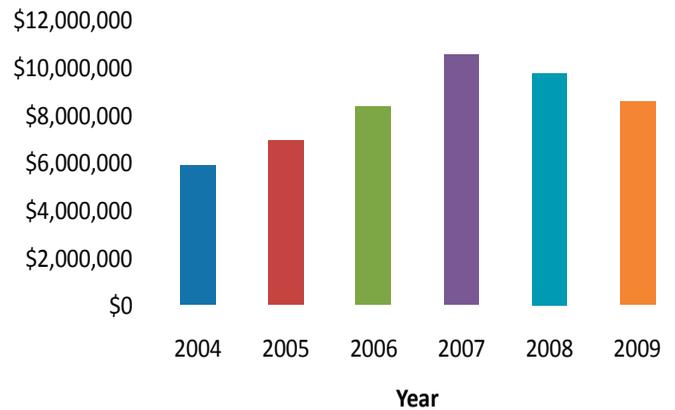


Property Tax Per Person: Total revenue generated from property taxes divided by city population. Based on 2008 Palm Beach County Property Appraiser Report.

Grants

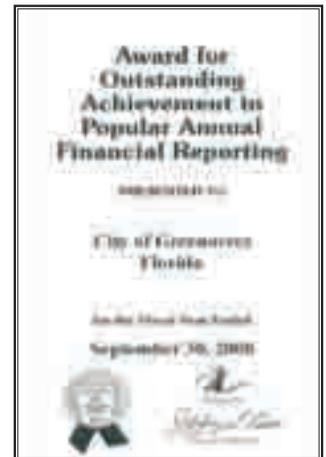
The City received approximately \$956,262 in grant funds for after school programs, public safety equipment, E-911, emergency medical equipment and community development improvements in the Original Section.

Greenacres Property Tax Revenues



Award Winning Financials

The City’s financial documents including the Comprehensive Annual Financial Report, and the Annual Budget are submitted to the Government Finance Officers Association for review and evaluation. The documents are reviewed for conformance with the highest standards for preparation of state and local government financial reports and budget presentation.



The City’s financial documents have received the following prestigious national awards from the Government Finance Officers Association:

- **Certificate of Achievement for Excellence in Financial Reporting for the Comprehensive Annual Financial Report for the fiscal year ended September 20, 2008.**
- This certificate has been received for 18 consecutive years.
- **Award for Outstanding Achievement in Popular Annual Financial Reporting for the fiscal year ended September 30, 2008.**
- **Distinguished Budget Presentation Award for the fiscal year beginning October 1, 2008.**
- This award has been received for 15 consecutive years.

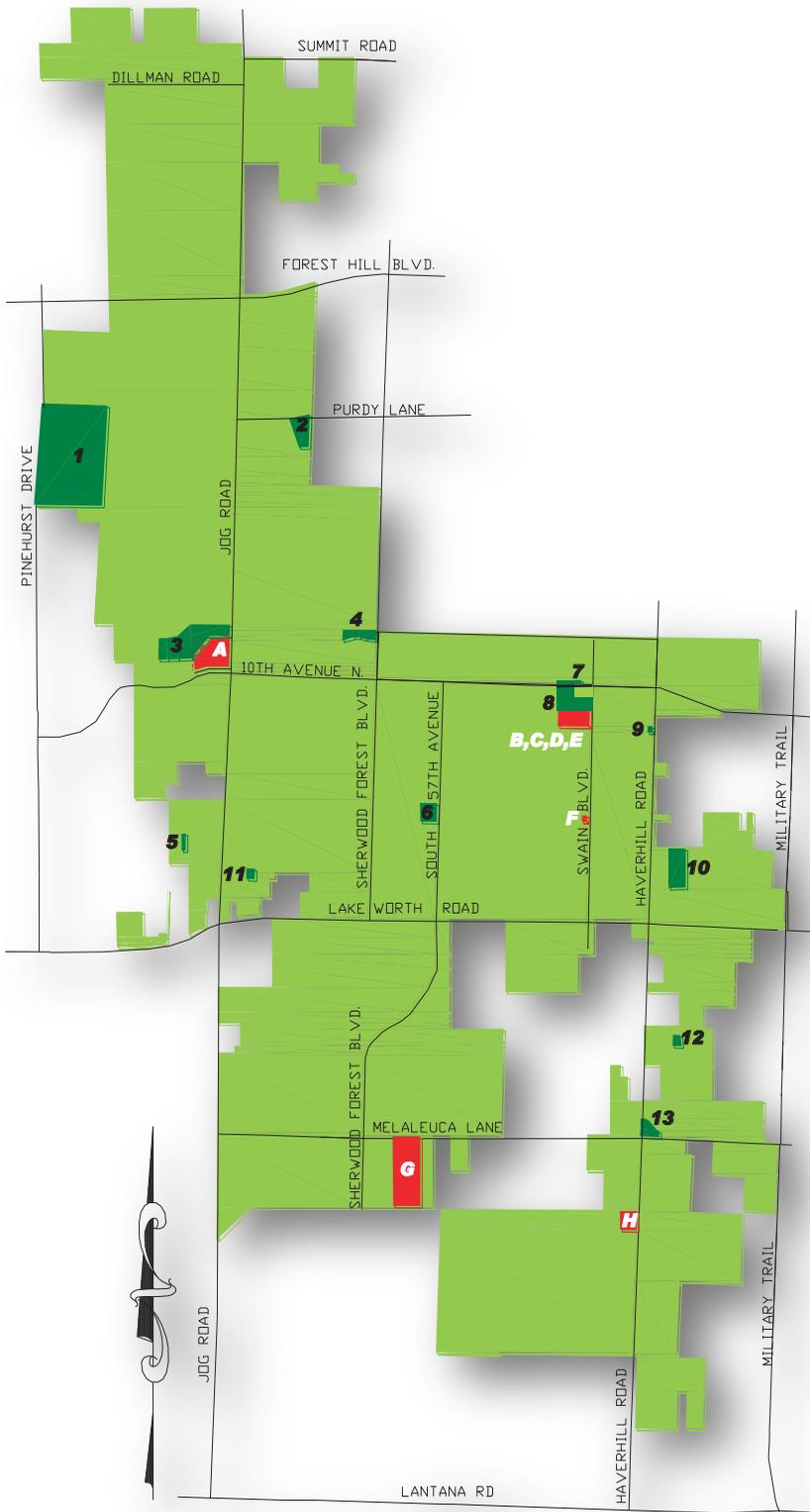
Statement of Activities

For the Fiscal Year ending September 30, 2009	Expenses	Program Revenues			Net (Expense) Revenue and Changes in Net Assets
		Charges for Services	Operating Grants and Contributions	Capital Grants and Contributions	
FUNCTIONS/PROGRAMS					
Governmental Activities:					
General Government	\$ 3,804,458	\$ 351,243	\$ --	\$ --	\$ (3,453,215)
Public Safety	11,982,961	1,967,450	551,237	61,542	(9,402,732)
Transportation	1,481,588	--	--	351,185	(1,130,403)
Culture/Recreation	2,247,353	409,508	292,608	260,238	(1,284,999)
Physical Environment	1,825,688	1,072,221	25,449	84,878	(643,140)
Interest on long-term debt	205,276	--	--	--	(205,276)
Total Government Activities	\$ 21,547,324	\$ 3,800,422	\$ 869,294	\$ 757,843	\$ (16,119,765)
GENERAL REVENUES					
	Taxes:				
					8,579,942
					3,833,724
					1,919,486
					2,950,325
					733,981
					(157,595)
					123,406
					17,983,269
					1,863,504

Net Assets represent the City's total assets including capital assets (*Building, Land, Equipment*) less current and long term liabilities. Net Assets are subject to external or legal restrictions on how they may be used. In general, the trend in the Changes in Net Assets is a reflection of a declining or improving financial position.

The Change in Net Assets at the end of the fiscal year, ending September 30, 2009, reflects the City's positive fiscal health.

The Comprehensive Annual Financial Report is available on the City's website at www.ci.greenacres.fl.us



City Facilities

- A** Public Safety Headquarters
- B** Community Center
- C** Community Hall
- D** Leisure Services Administration
- E** Leisure Services Activities Bldg.
- F** City Building
- G** City Hall & Public Works
- H** Public Safety Station No. 2

City Parks

- 1** Greenacres Freedom Park
- 2** Veteran's Park
- 3** Community Park
- 4** Borrowing Owl Park
- 5** Ramblewood Park
- 6** Roy Rambo Park
- 7** Friends Park
- 8** Ira Van Bullock Park
- 9** Oasis Park
- 10** Bowman Park
- 11** Heather Estates Park
- 12** Empire Park
- 13** Gladiator Park



- » Located in central Palm Beach County in southeast Florida, five (5) miles from the Atlantic Ocean.
- » Founded by Lawrence Carter Swain and Incorporated in 1926, (*reincorporated 1947*).
- » Council/Manager form of Government.
- » Mayor and five-member Council (*nonpartisan*), elected at large for two-year staggered terms.
- » City Manager appointed by the Council.
- » Municipal Departments: Administration, Finance, Building, Leisure Services (*Recreation*), Planning & Engineering, Public Works, Public Safety (*Police, Fire, Emergency, Medical Service*).
- » Municipal Employees: 183 Full-time 19 Part-time

DEMOGRAPHICS

Population

as of April 1, 2000	27,883
as of April 1, 2009	32,370

Age & Gender (*Census 2000*)

Male	12,896
Female	14,673
Under 5 Years	1,675
5 - 19 Years	4,636
20 - 64 Years	14,749
65 and Over	6,509

Median Age (Years) 39.6

Housing (*2009*)

Total Housing Units (<i>2009</i>)	17,051
Single Family	4,622
Multi Family	12,429

Average Home Values (*2009*)

Single Family Homes	\$ 143,018
Condominiums	\$ 59,726
Town Homes	\$ 95,434

Median Family Income (*Census2000*) \$ 64,800

ECONOMICS

Gross Taxable Property Value (<i>07/2009</i>)	\$ 1,479,194,142
Property Tax Rate (<i>10/2009</i>)	\$ 5.15/\$1,000
Fiscal Year 2010 Operating Budget	\$ 26,046,535
Commercial Business Locations	1,040
Commercial Business Tax Receipts	2,144
Home Business Tax Receipts	378

LAND USE

Land Area 5.8 Square Miles

Land Use	% of Total
Residential	65%
Commercial	9%
Public	10%
Mixed Use	1%
Study Area/Roads/Canals	15%
Developed	97%
Undeveloped	3%

Parks

Active (<i>93.36 Acres</i>)	11
Passive (<i>.50 Acres</i>)	2
Local County (<i>1,700 Acres</i>)	1

EDUCATION

Public

Elementary Schools	5
Middle Schools	3
High Schools	1

Post Secondary Education

Private College	1
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OTHER

Tree City USA Designation	17 Years
Library	1
Post Office	1

CITY OFFICIALS (*As of Sept. 30, 2009*)

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

GOVERNMENTAL DIRECTORY

City Hall

General Information	642-2000
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Administration

Mayor & City Council	642-2006
City Manager	642-2017
City Clerk	642-2006
Human Resources	642-2001

Public Safety Department

Emergency - Police/Fire/Medical Services	911
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
Youth Programs <i>(After Schools & Camps)</i>	642-2193 642-2197

Planning & Engineering Department

Engineering	642-2058
Planning	642-2054

Building Department/Code Enforcement

Building	642-2052
Code Enforcement	642-2065 642-2068
Local Business Tax <i>(FKA Occupational Licenses)</i>	642-2053

Public Works Department

Administration	642-2071
Solid Waste Collection	642-2071

Utilities

Palm Beach County Water Utilities	740-4600
Florida Power & Light <i>(FPL)</i>	697-8000
AT & T: Residential	1-877-737-2478
Business	1-866-620-6900
Comcast Cable	848-1600
Florida Public Utilities <i>(Gas)</i>	832-0872
Solid Waste/Recycling	642-2071



CENSUS 2010

**EveryOne
Counts in
Greenacres**

United States
**Census
2010**

Remember!

Please complete and mail back **YOUR**
Census Form by April 1, 2010.