

MARCH 2015

F A R M E R S B R A N C H

CITY MANAGER'S REPORT

A monthly report to inform the public on key metrics for the City.



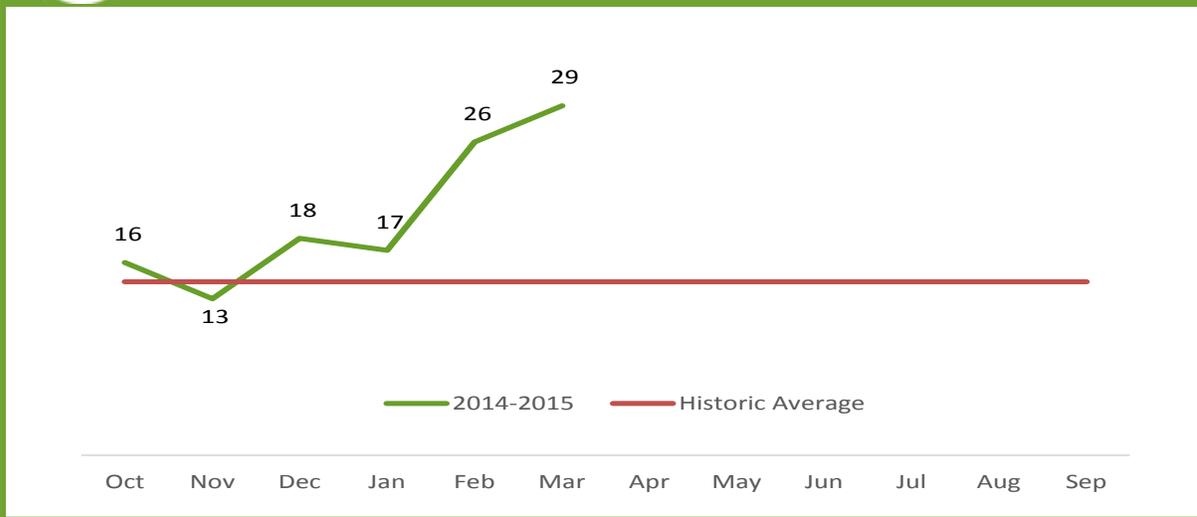
13000 William Dodson Parkway | Farmers Branch, TX 75234
www.farmersbranchtx.gov | 972.247.3131

ETHICS

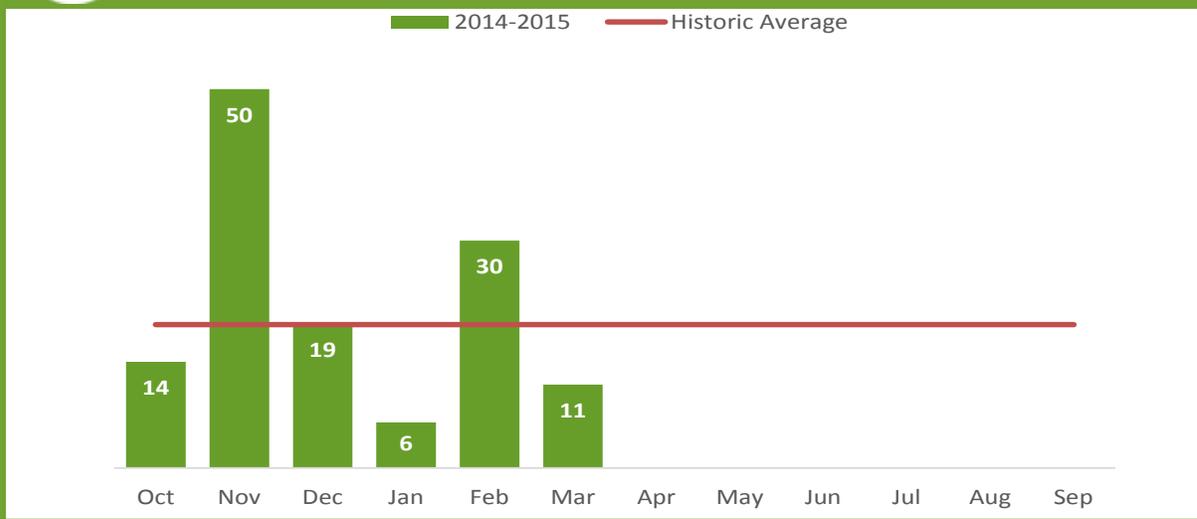
Doing the right things for the right reasons
delivers appropriate results.



OPEN RECORDS REQUESTS



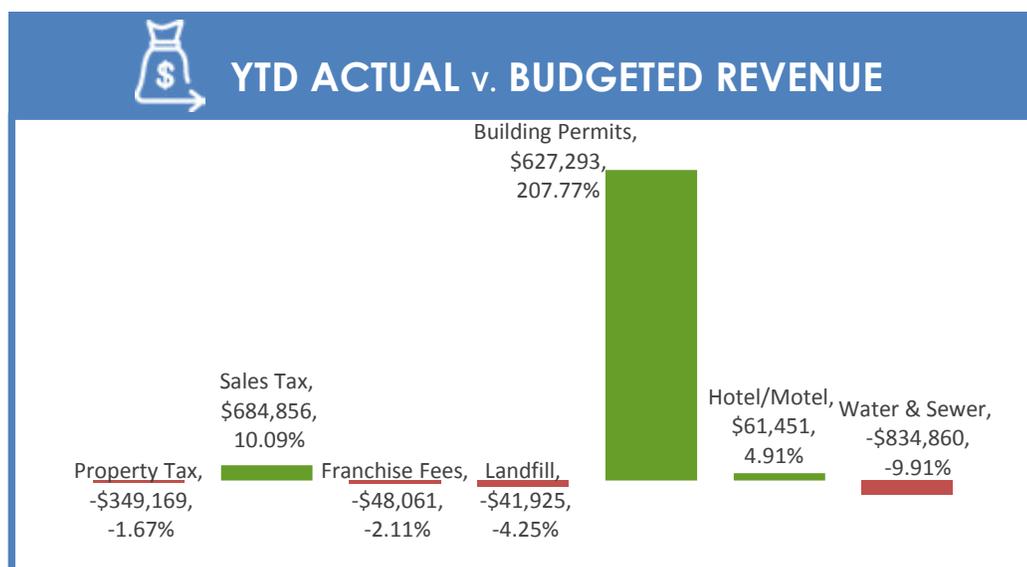
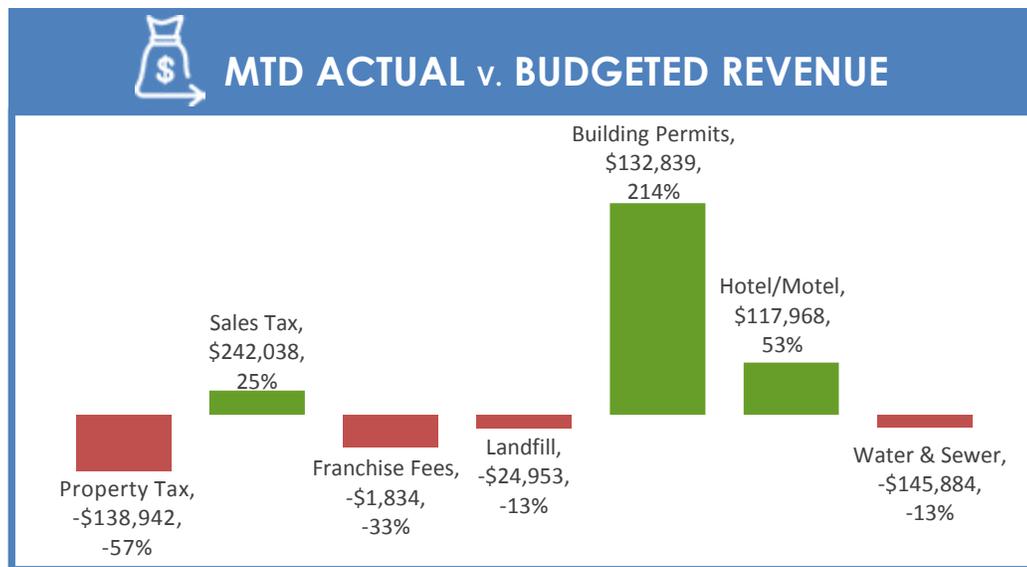
CRITICAL RECORDS SCANNED



STEWARDSHIP

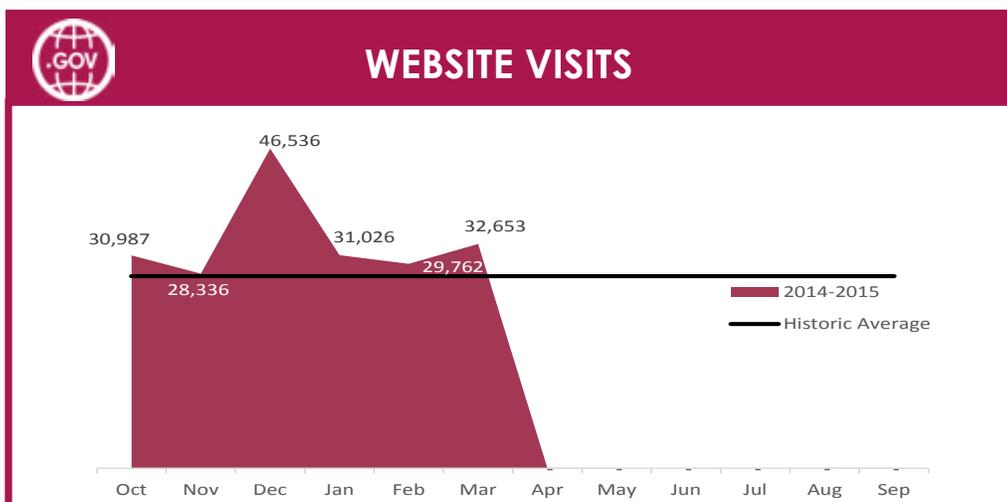
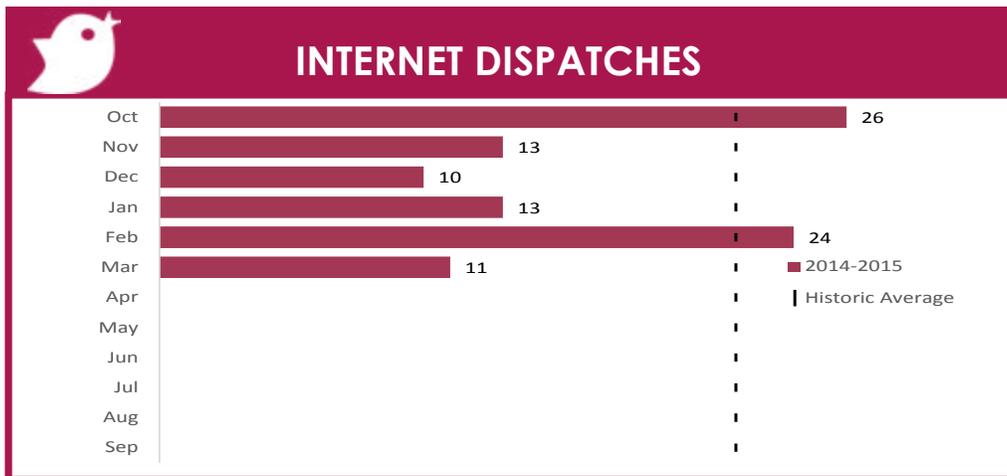
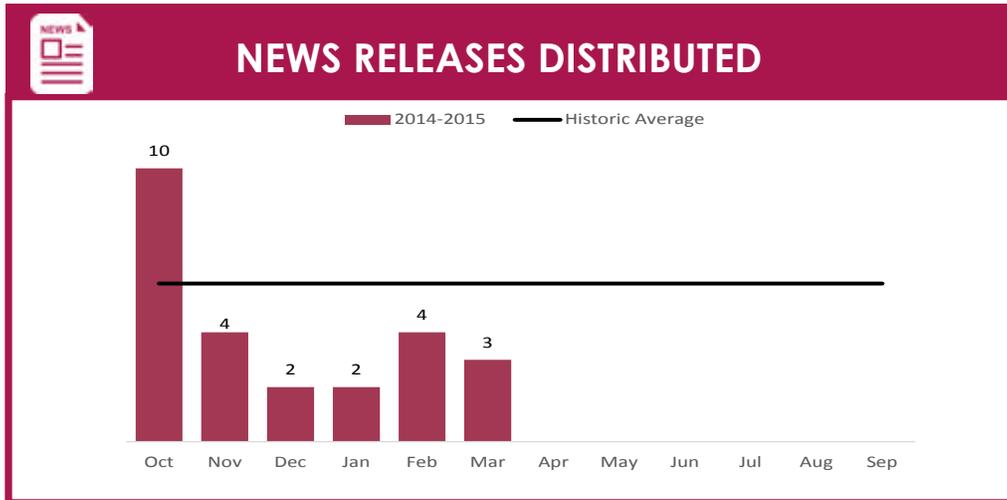
Stakeholders' investments should be protected through conservative budgeting, spending, and resource management.

REVENUES	This Month - Actual	This Month - Budget	FYTD - Actual	FYTD - Budget
Property Tax	\$105,040.47	\$243,982.00	\$20,580,331.35	\$20,929,500.00
Sales Tax	\$1,228,813.30	\$986,775.00	\$7,470,969.23	\$6,786,113.00
Franchise Fees	\$3,697.42	\$5,531.00	\$2,228,620.16	\$2,276,681.00
Landfill	\$167,760.94	\$192,714.00	\$944,064.92	\$985,990.00
Building Permits	\$194,816.49	\$61,977.00	\$929,209.89	\$301,917.00
Hotel/Motel	\$340,026.51	\$222,059.00	\$1,313,571.04	\$1,252,120.00
Water and Sewer	\$1,012,101.70	\$1,157,986.00	\$7,593,167.85	\$8,428,028.00



ACCESSIBILITY

Stakeholders deserve to know what is happening in the community and should have the opportunity to participate in its governance.



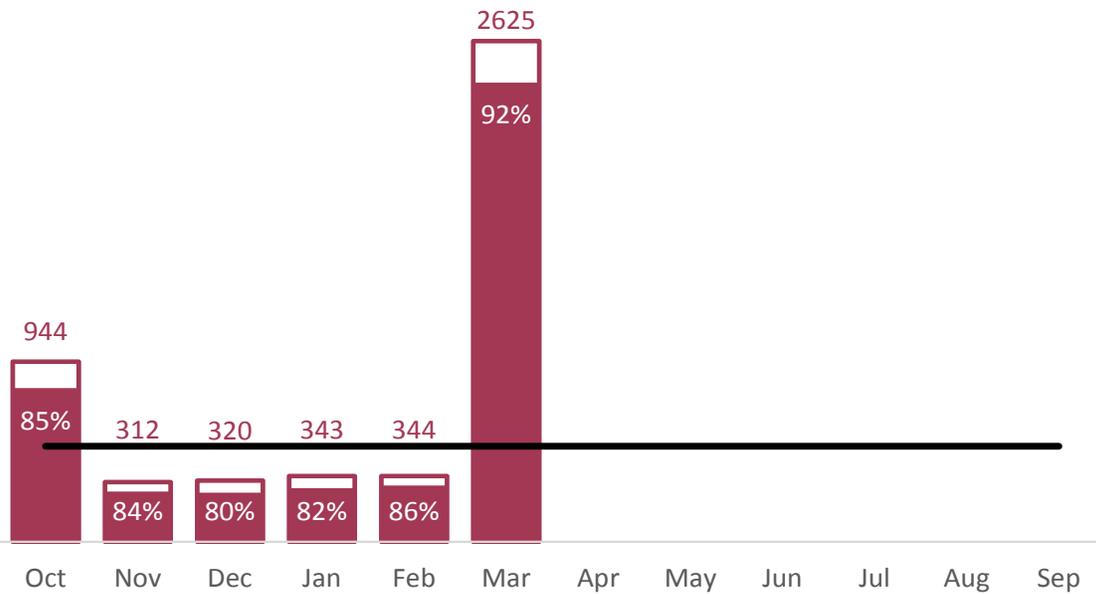
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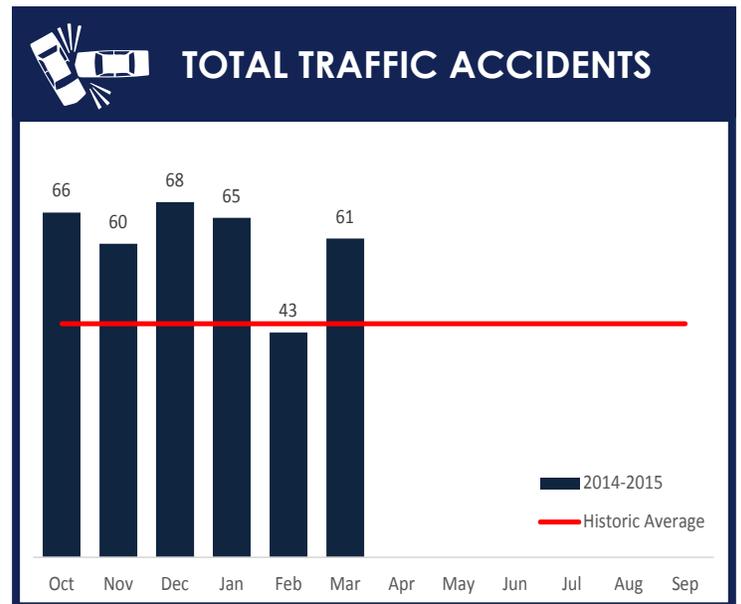
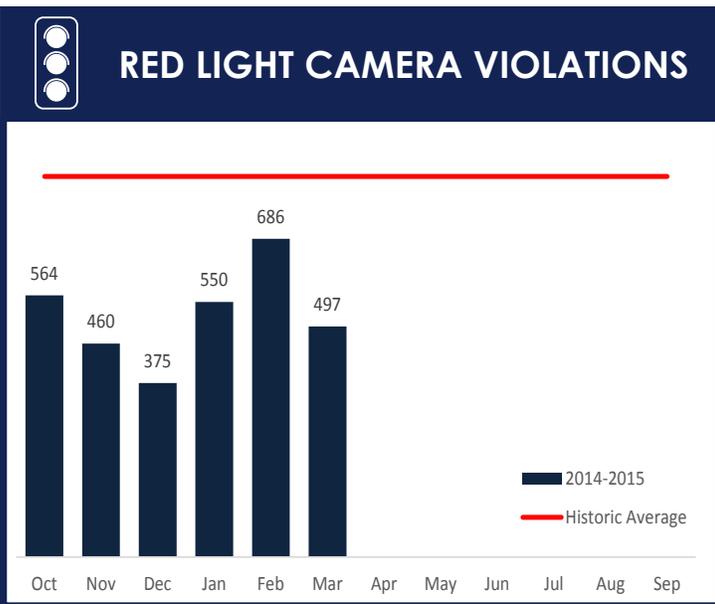
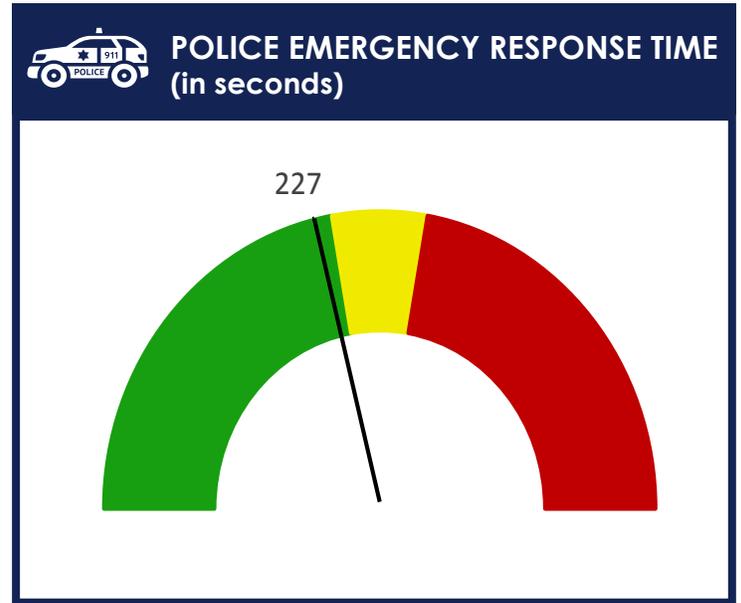
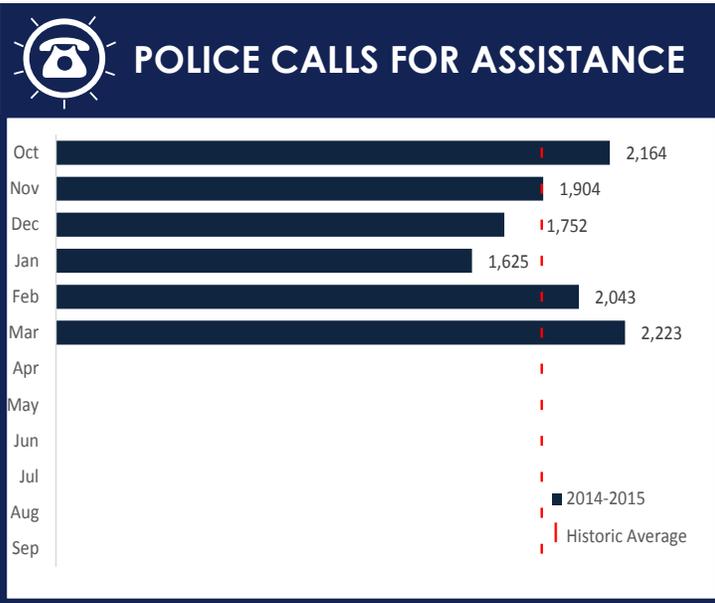
LOVE THE BRANCH VISITS

with Proportion of New Visitors



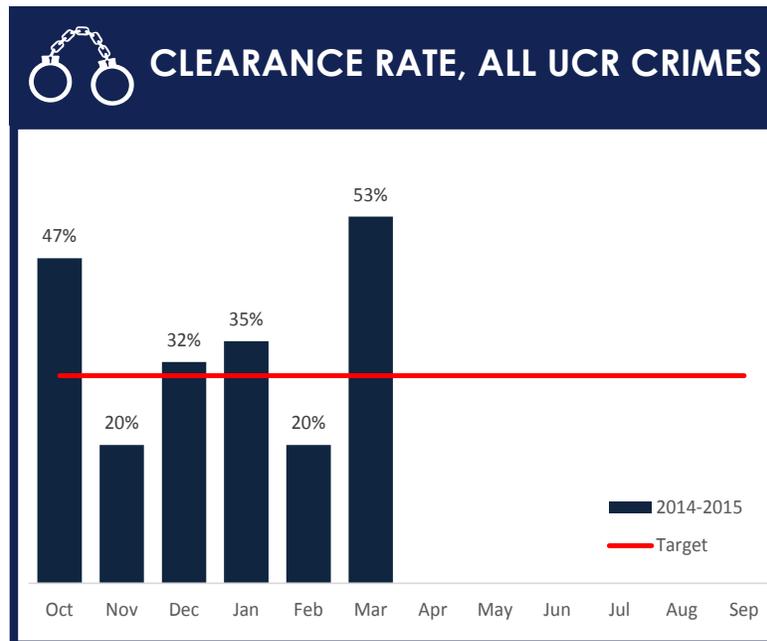
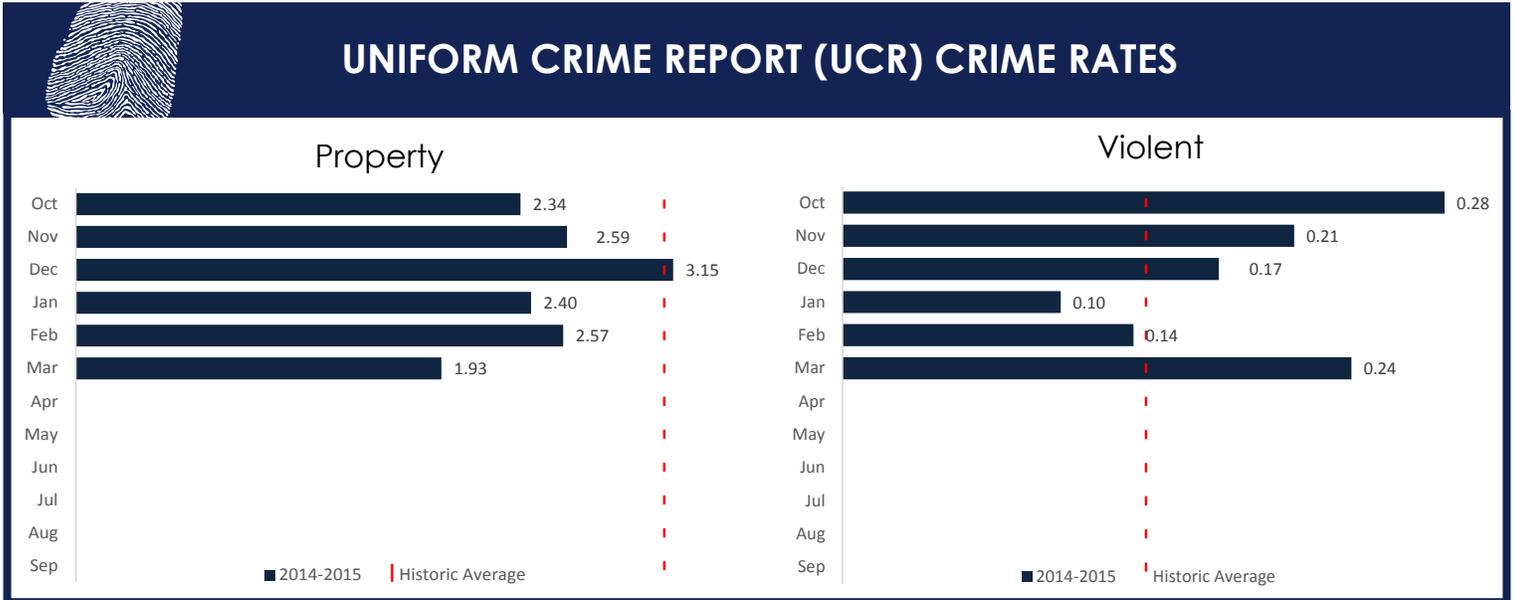
SAFETY

Safety is the foundation on which vibrant communities are built.



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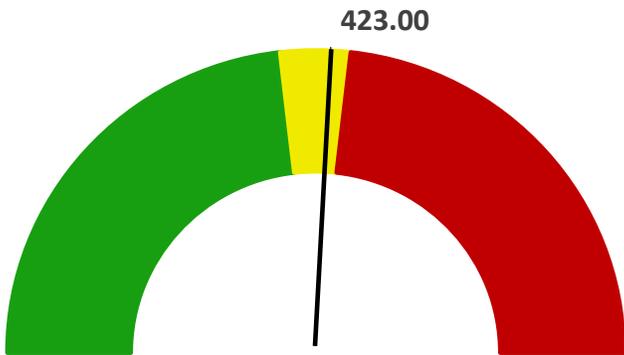


SAFETY

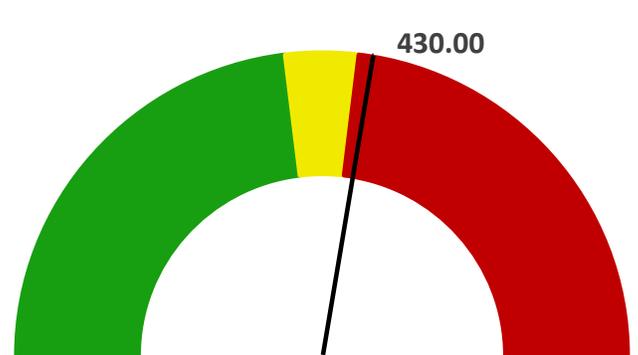
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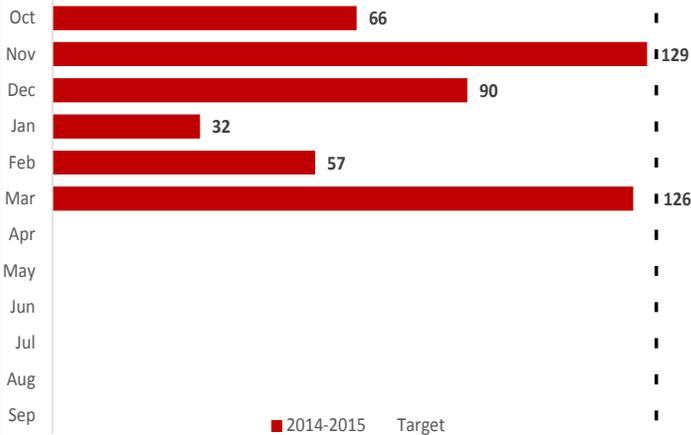
90TH PERCENTILE FIRE RESPONSE TIME (IN SECONDS)



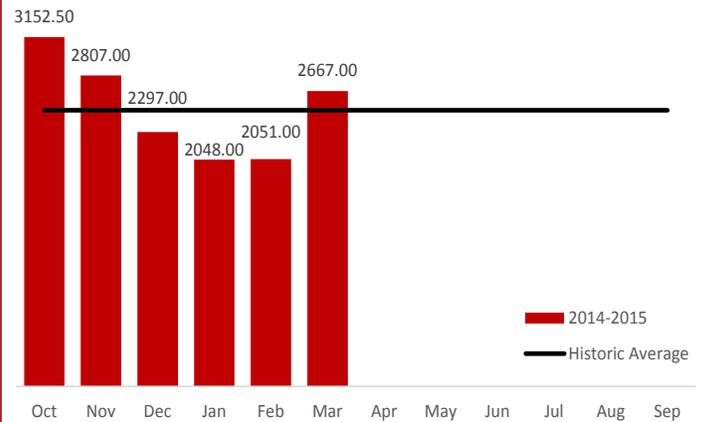
90TH PERCENTILE EMS RESPONSE TIME (IN SECONDS)



NUMBER OF BASE BUILDING INSPECTIONS



NUMBER OF COMBINED FIRE AND EMS TRAINING HOURS

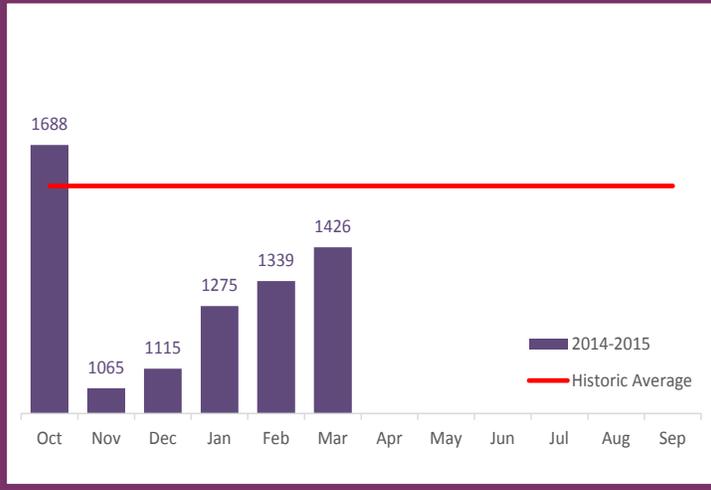


SAFETY

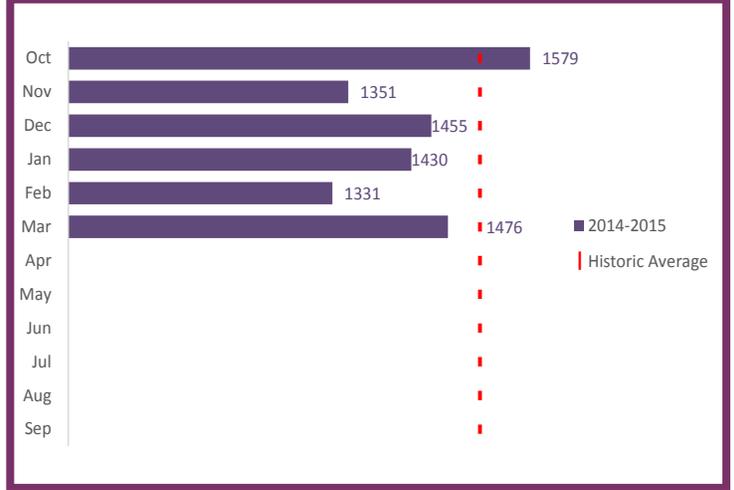
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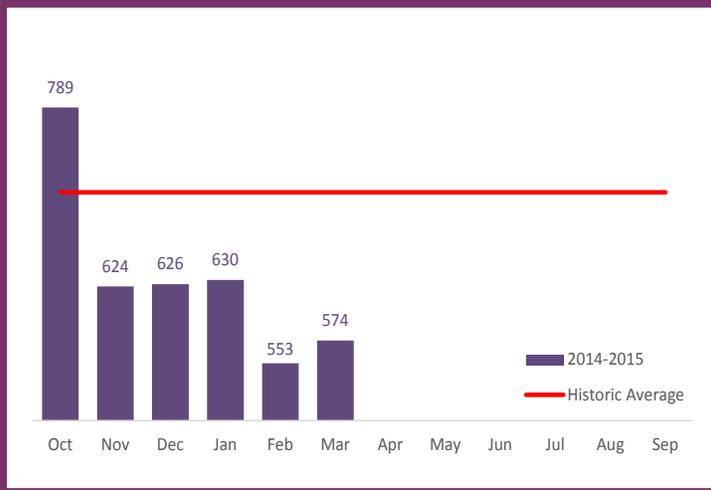
COURT CASES FILED



COURT CASES DISPOSED



WARRANTS ISSUED

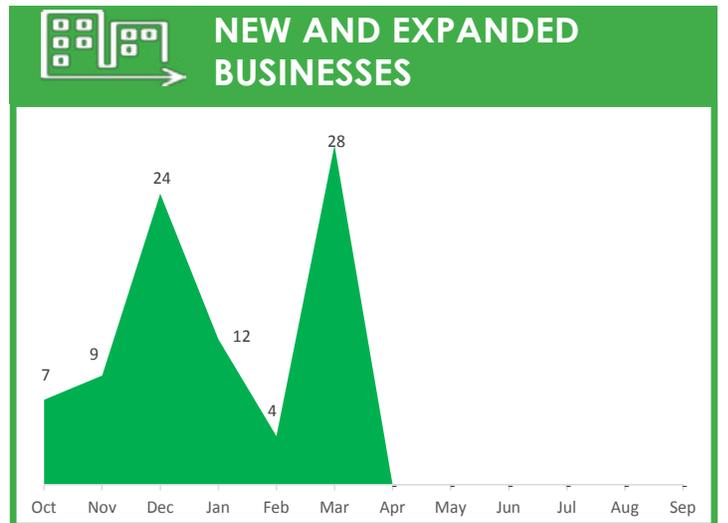
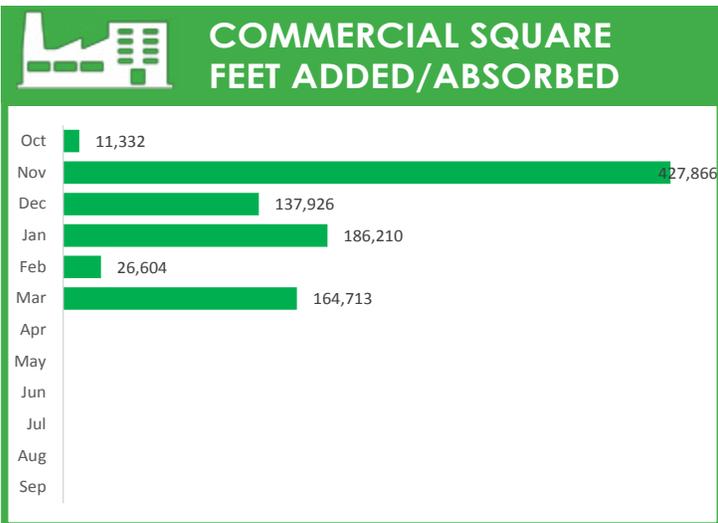
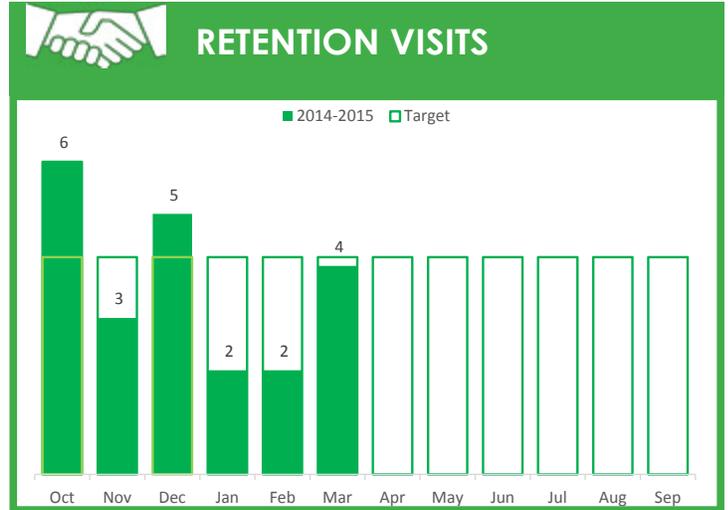
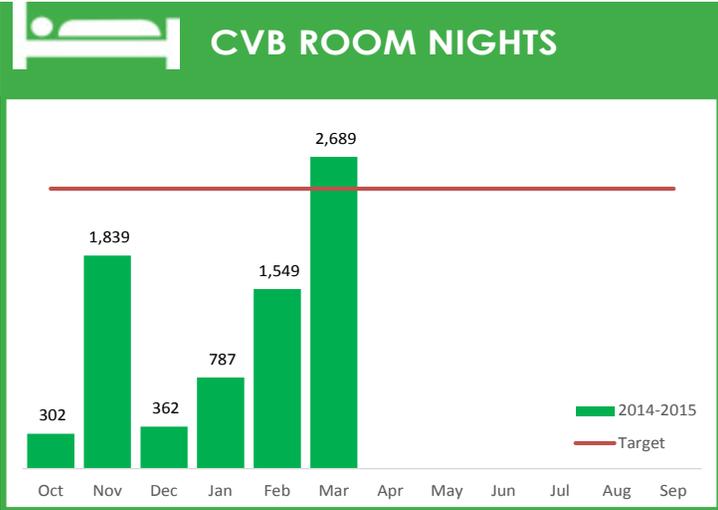


WARRANTS SERVED



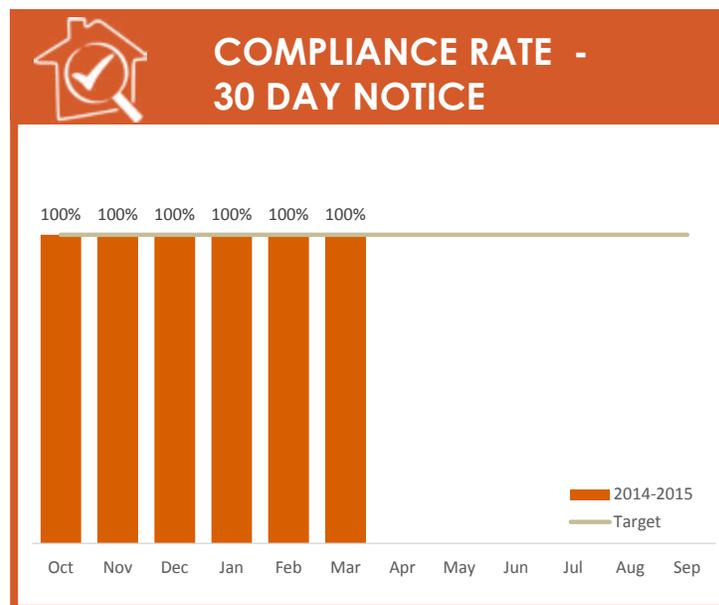
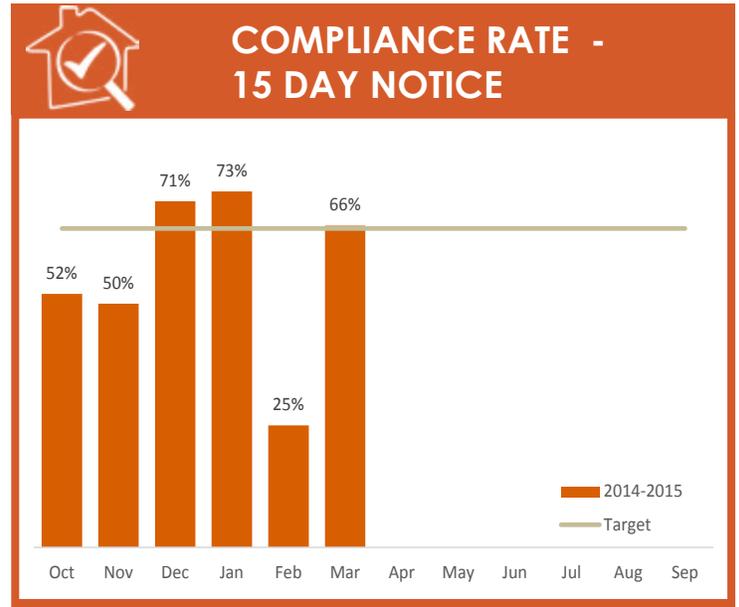
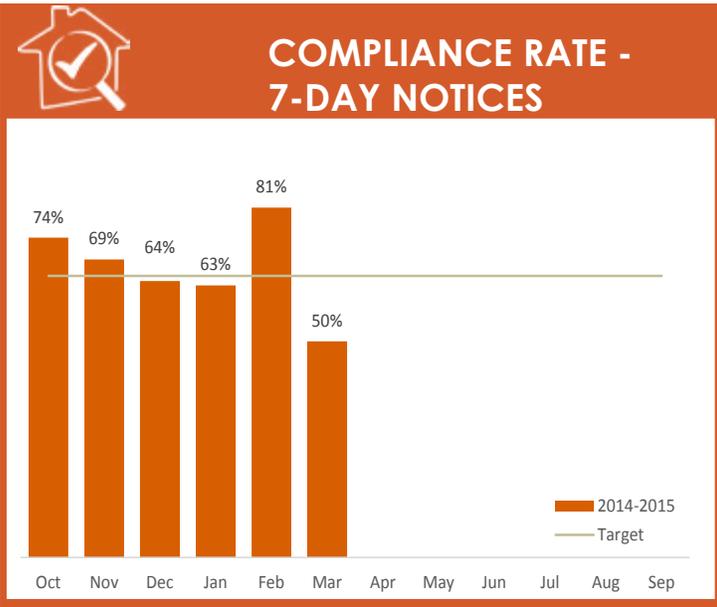
GROWTH

A strong, diversified economic base provides sustainable growth.



NEIGHBORHOODS

Effective planning, land use, development, code enforcement, and revitalization activities yield strong, thriving commercial and residential neighborhoods.

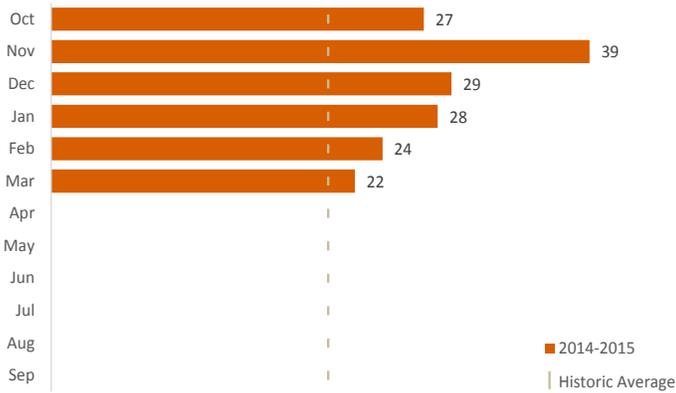


NEIGHBORHOODS

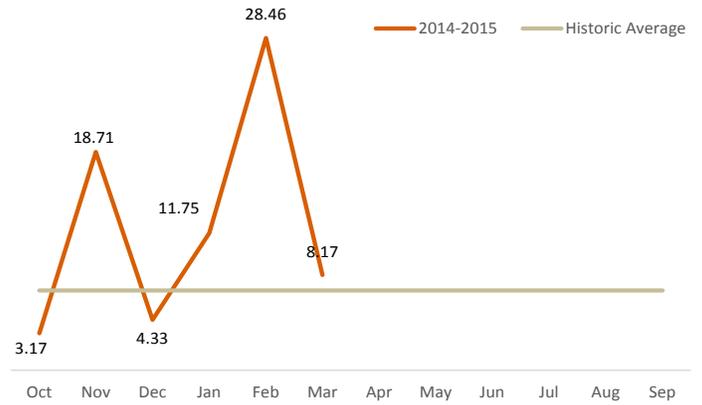
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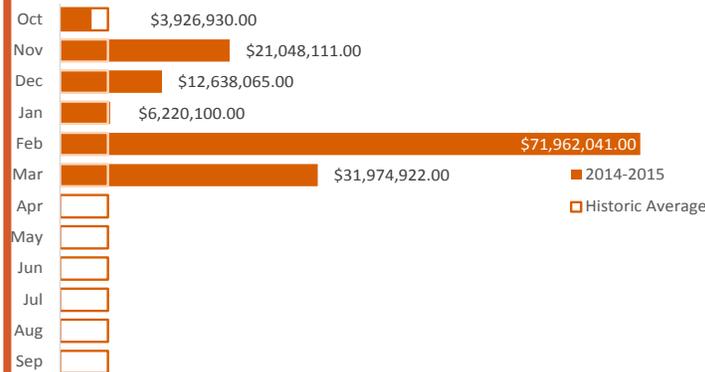
COMMERCIAL BUILDING PERMITS ISSUED



COMMERCIAL BUILDING PERMIT REVIEW TIME



COMMERCIAL BUILDING PERMIT VALUE

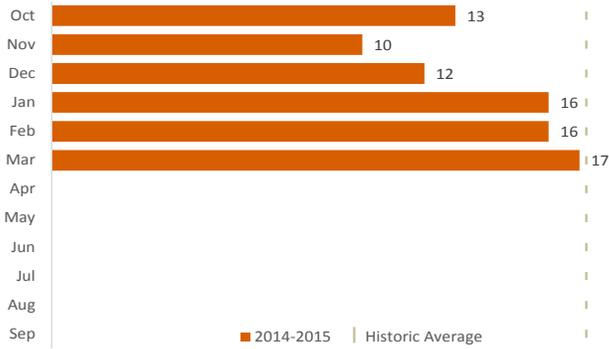


NEIGHBORHOODS

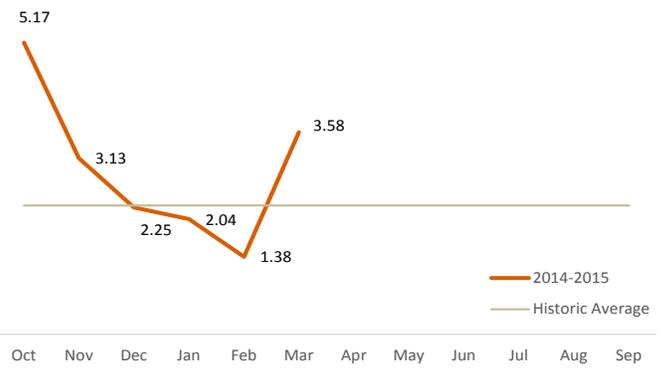
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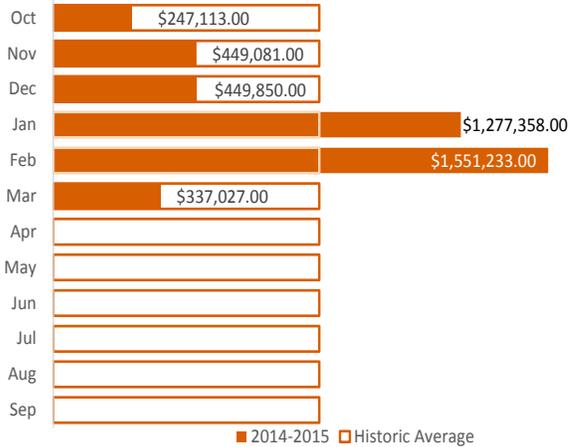
RESIDENTIAL BUILDING PERMITS ISSUED



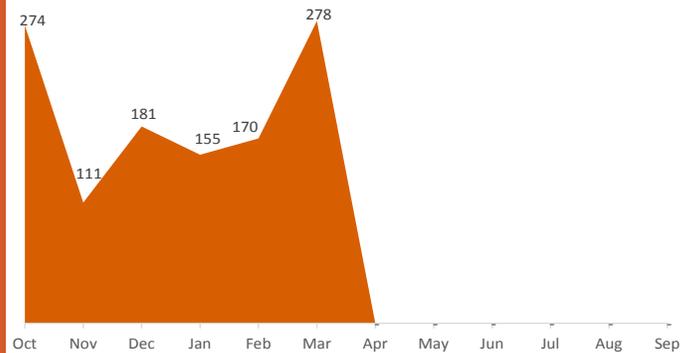
RESIDENTIAL BUILDING PERMIT REVIEW TIME



RESIDENTIAL BUILDING PERMIT VALUE



ANIMAL SHELTER FIELD CALLS

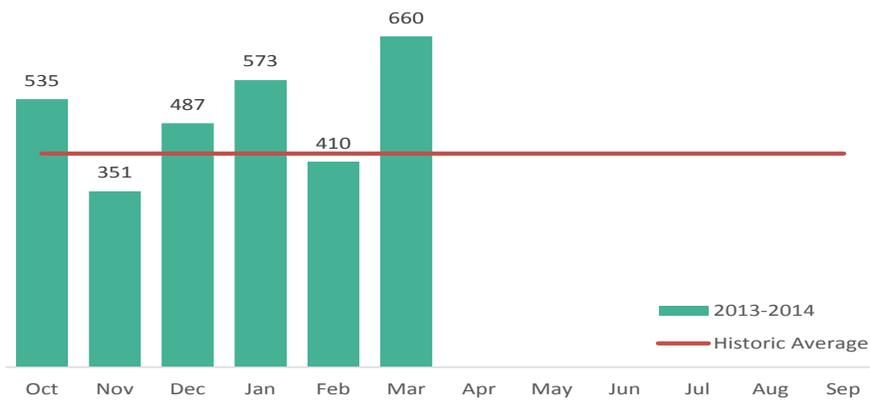


LEISURE

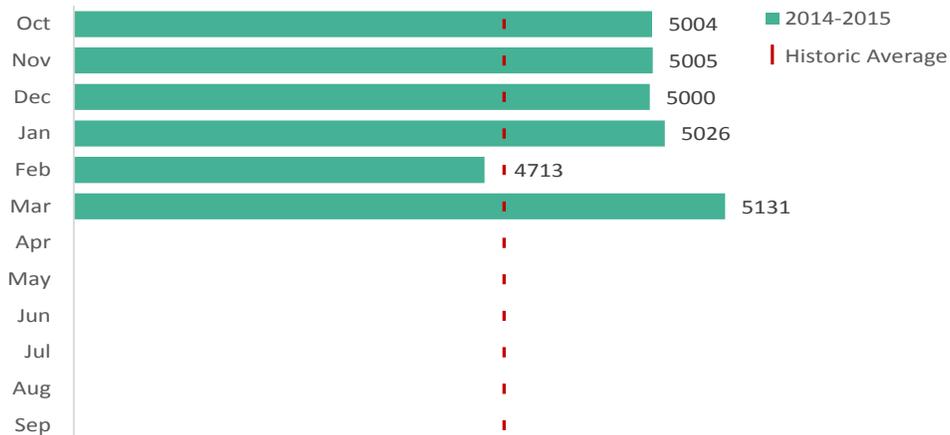
Beautifully maintained natural environments, parks, rights-of-way, and green space paired with a wide variety of quality recreational and entertainment opportunities for all ages enhance quality of life.



REC CENTER CLASS REGISTRATIONS



SENIOR CENTER PROGRAM ATTENDANCE

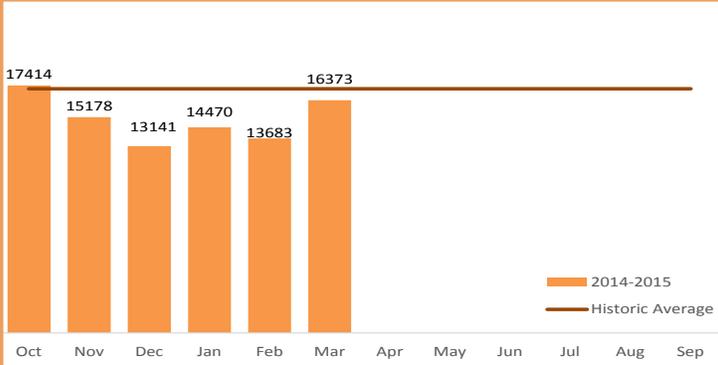


LEISURE

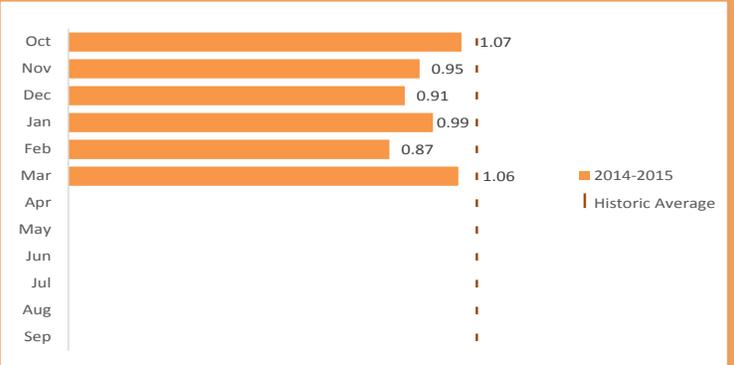
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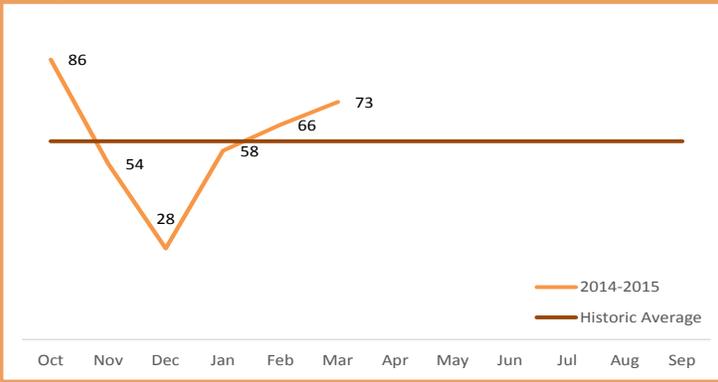
LIBRARY VISITORS



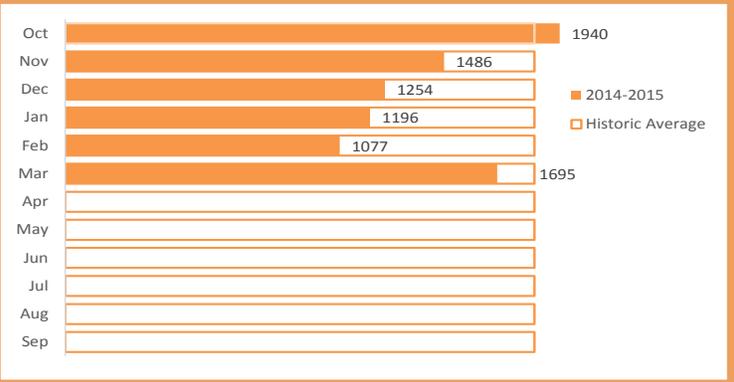
CIRCULATION PER CAPITA



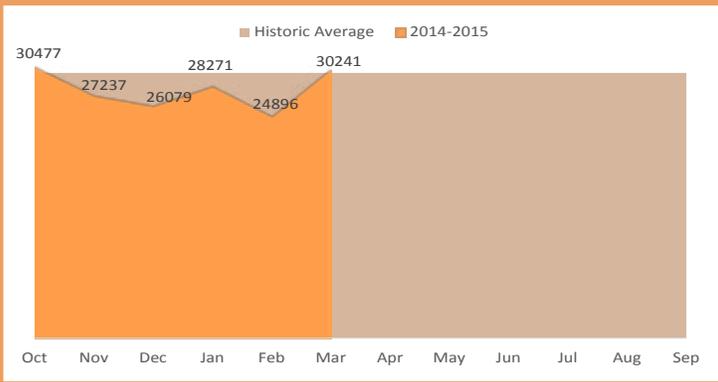
LIBRARY PROGRAMS



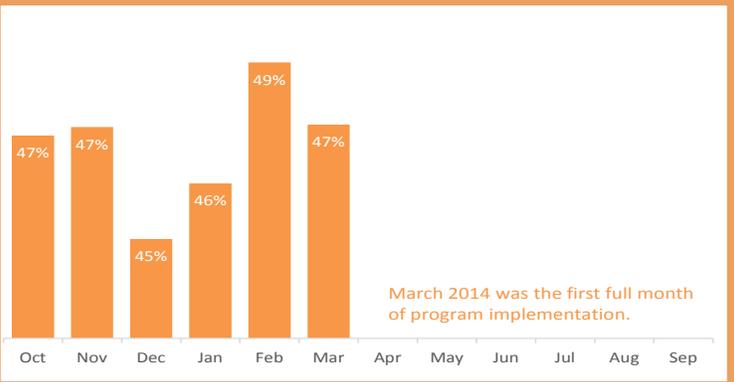
PROGRAM ATTENDANCE



TOTAL CIRCULATION

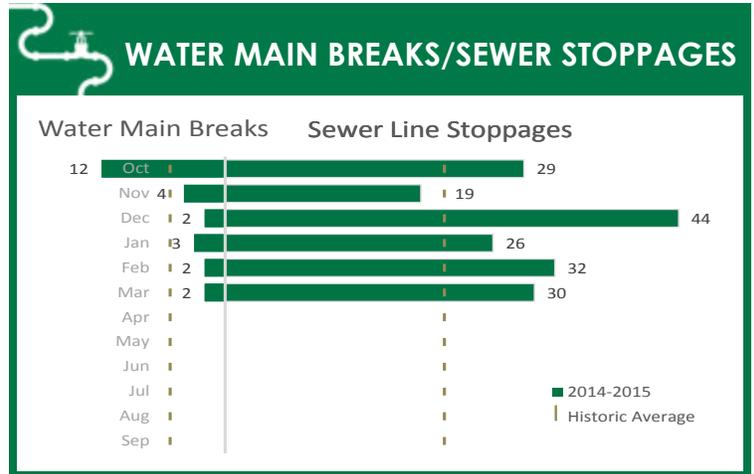
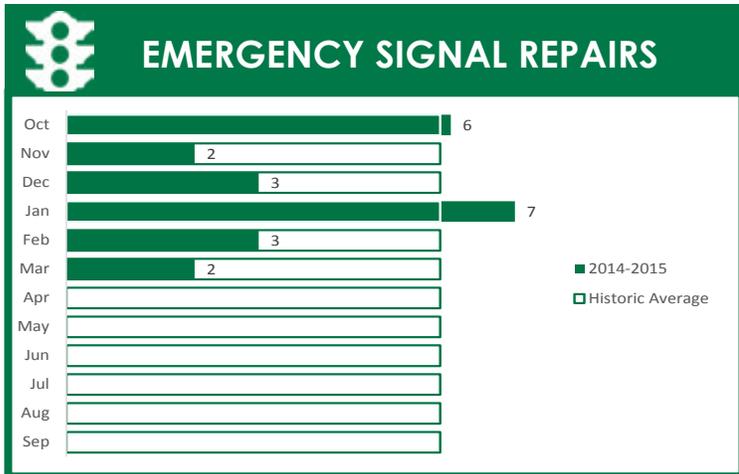
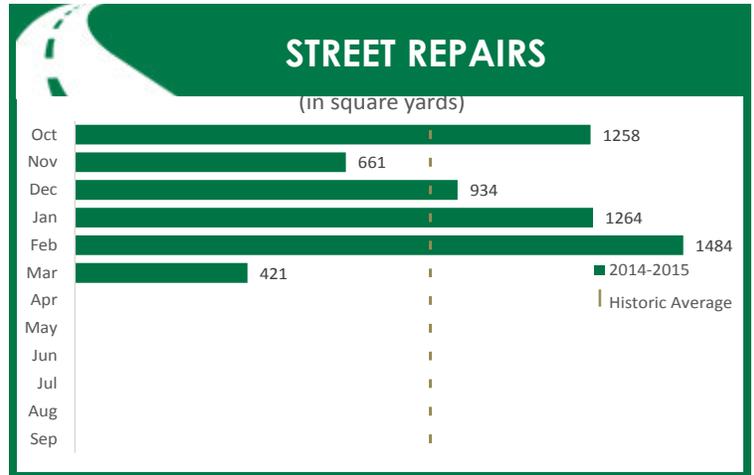
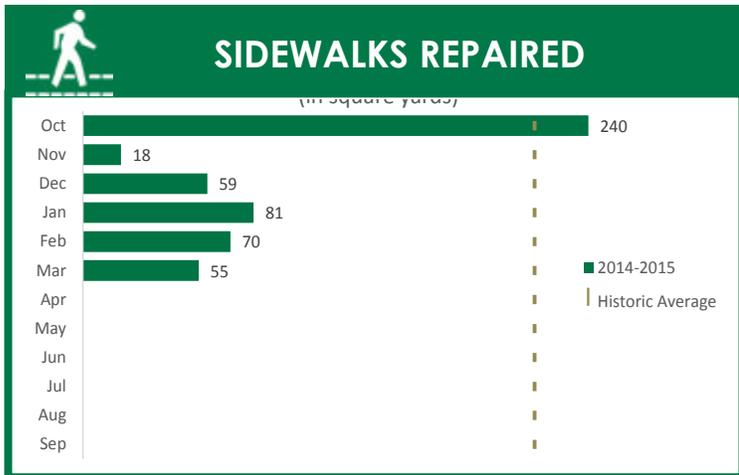
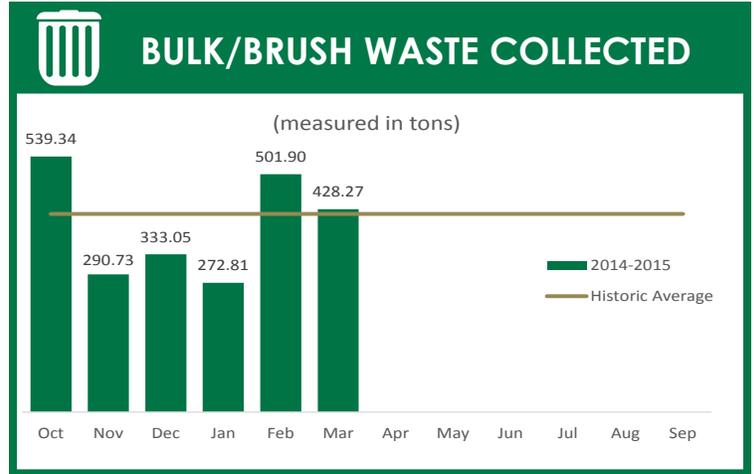
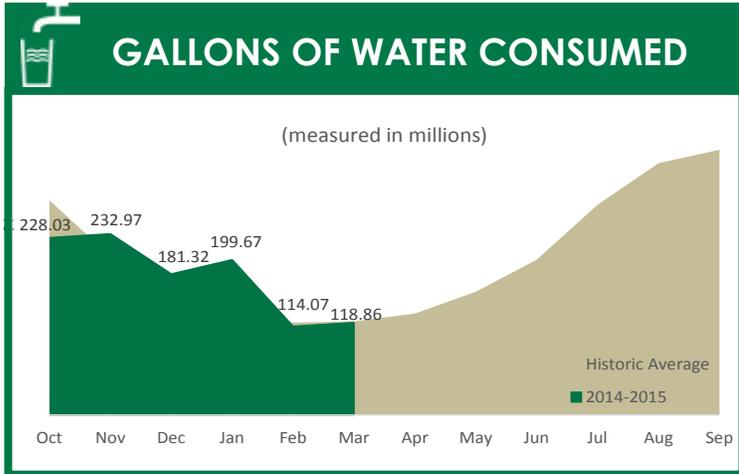


SELF-SERVICE CHECKOUTS



INFRASTRUCTURE

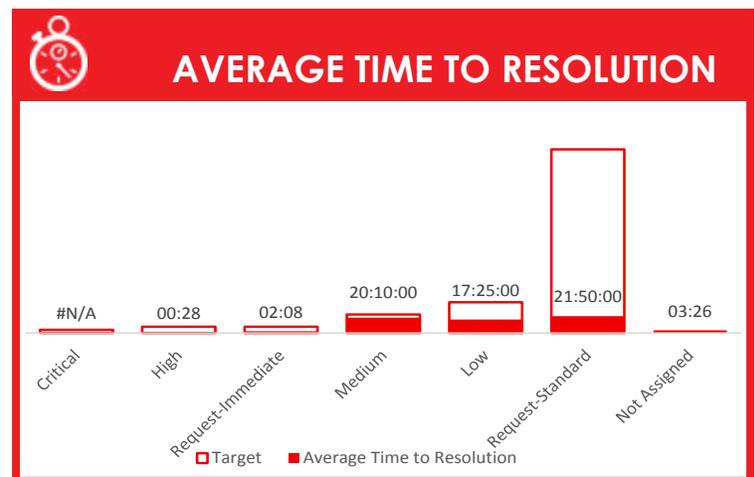
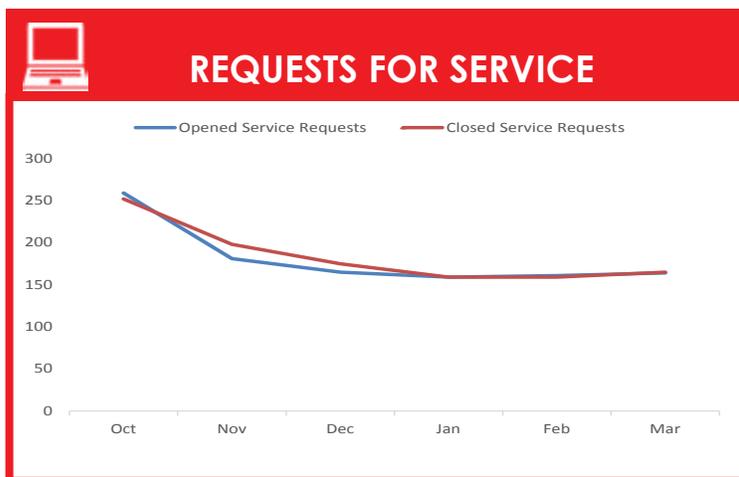
Functional, sustainable, and well-maintained infrastructure, facilities, and equipment are essential elements which allow the City to achieve its potential.



INFRASTRUCTURE

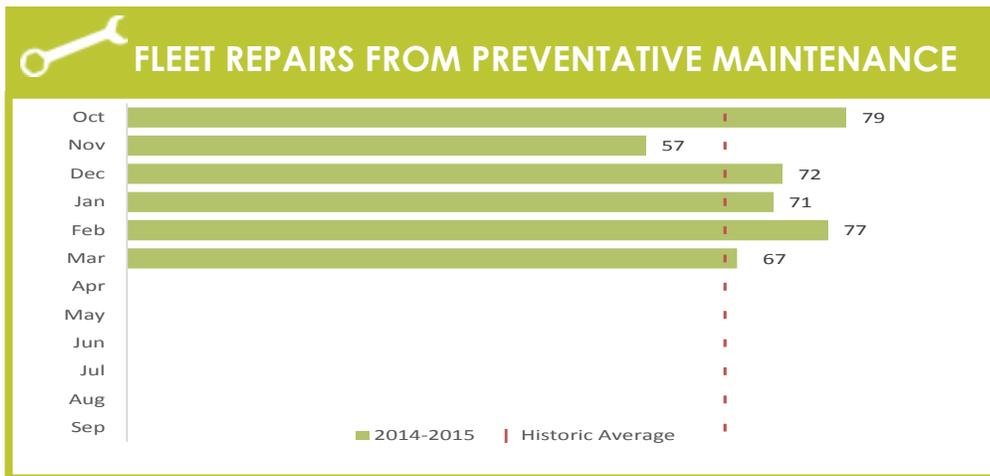
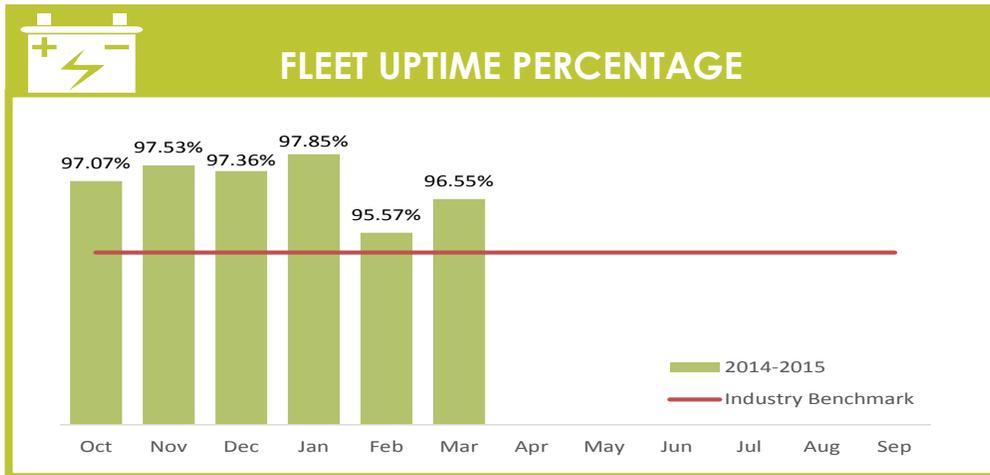
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Information Services Priority Types	# of Requests
Critical - Immediate, sustained effort using all necessary and available resources until service is restored.	0
High - Immediate response to assess the situation, staff may be interrupted and taken away from low or medium priority job.	1
Medium - Response using standard procedures and operating within the normal frameworks.	5
Low - Response using standard procedures and operating within the normal frameworks as time allows.	72
Request Immediate - Priority response to address the request, staff may be interrupted and taken away from low or medium priority jobs.	6
Request Standard - Response using standard procedures and operating within the normal frameworks as time allows.	83



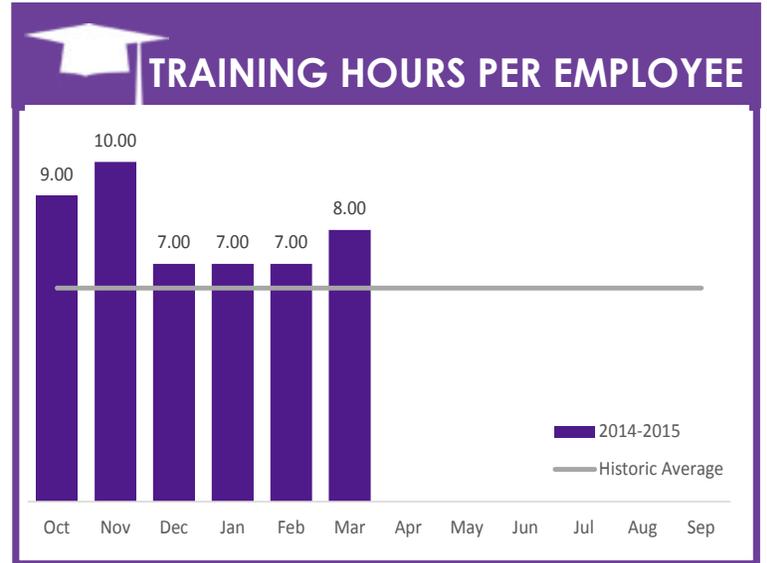
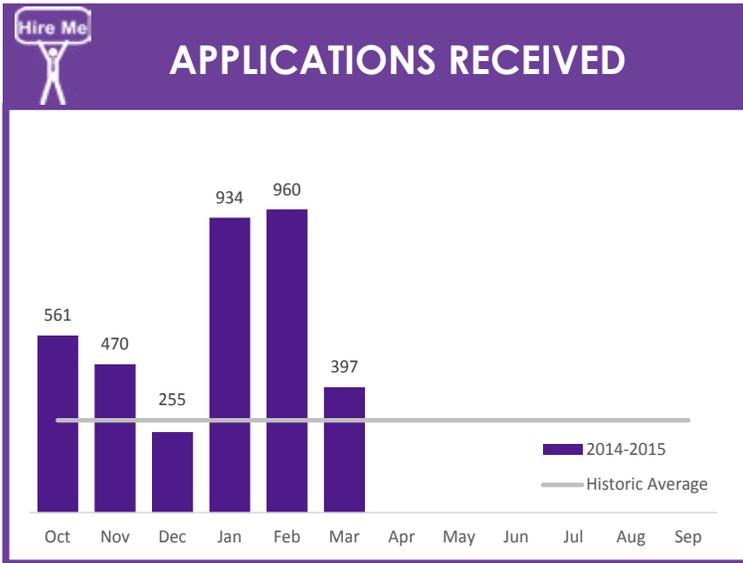
INFRASTRUCTURE

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PEOPLE

A motivated, educated, experienced workforce is needed to carry out our mission.



SERVICE

Phenomenal service sets us apart as a community of choice.

Citizen & Employee Feedback

- “Based on the number of hours of volunteer service provided by the Farmers Branch Citizen on Patrol (COP) program from January 1, 2014 through December 31, 2014, the Farmers Branch Police Department received additional services in the amount of \$11,683.40 at no cost to the department (cost avoidance)... Total COP volunteer hours through the end of December 2014 equaled 4,901 hours of service... Cost avoidance can be counted as taxpayer benefits because it reduces the amount of resources necessary to fund police operations.”

— Police Department Civilian Liaison, Citizens on Patrol

- “When I arrived at the Call Center (to observe as a COP volunteer), I was greeted by Alana, one of the dispatchers. She introduced me to her 3 co-dispatchers, James, Tracie, and their supervisor, Theresa. Theresa offered me a chair centrally located among the 4 dispatcher to make it easier for me to be able to listen and talk with any one of them. Lt. Siegel arrived, introduced himself and welcomed me to the Call Center. The whole time I was there, the dispatchers were constantly working calls... These dispatchers have my utmost respect for their knowledge, years of experience, their kindness to the callers, their prompt responses, and the way they work in uniformity... In closing, I would just like to say that I feel fortunate to have had this opportunity to witness these 4 dispatchers working.”

— Renate Muehlhaeusler, Citizens on Patrol Volunteer

