

JUNE 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.



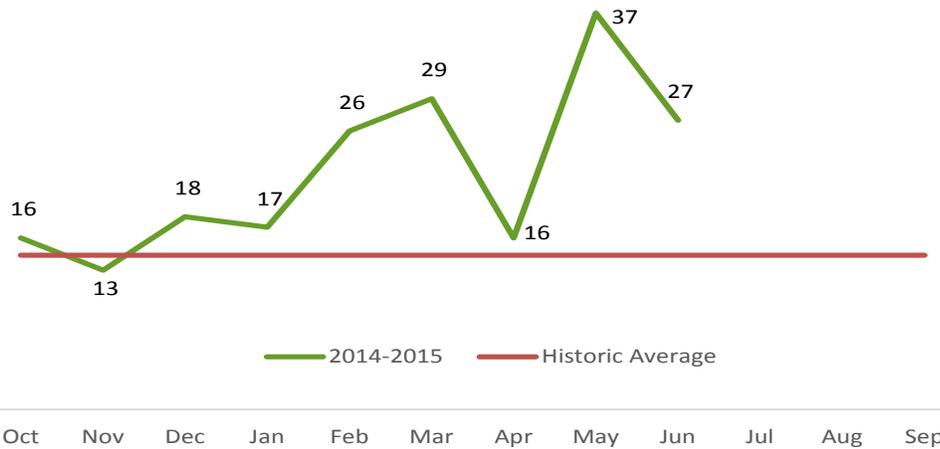
13000 William Dodson Parkway | Farmers Branch, TX 75234  
[www.farmersbranchtx.gov](http://www.farmersbranchtx.gov) | 972.247.3131

# ETHICS

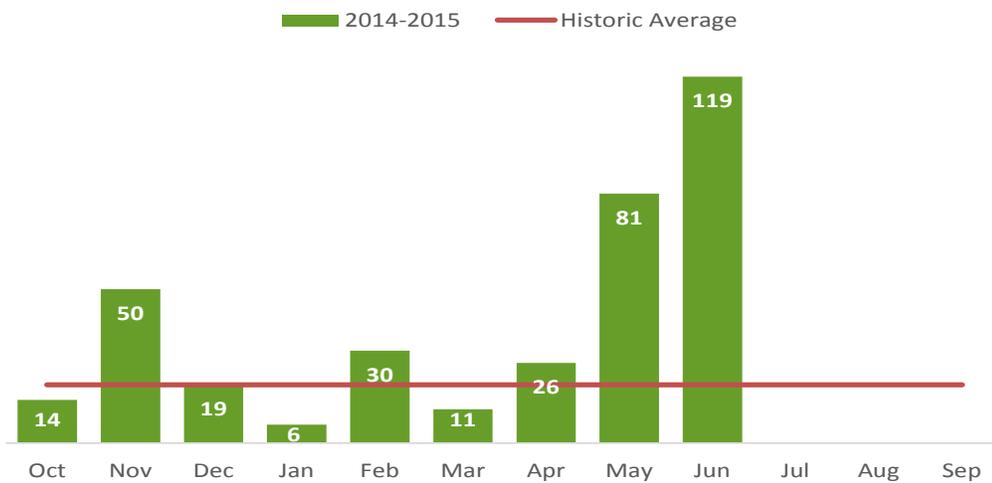
Doing the right things for the right reasons  
delivers appropriate results.



## OPEN RECORDS REQUESTS



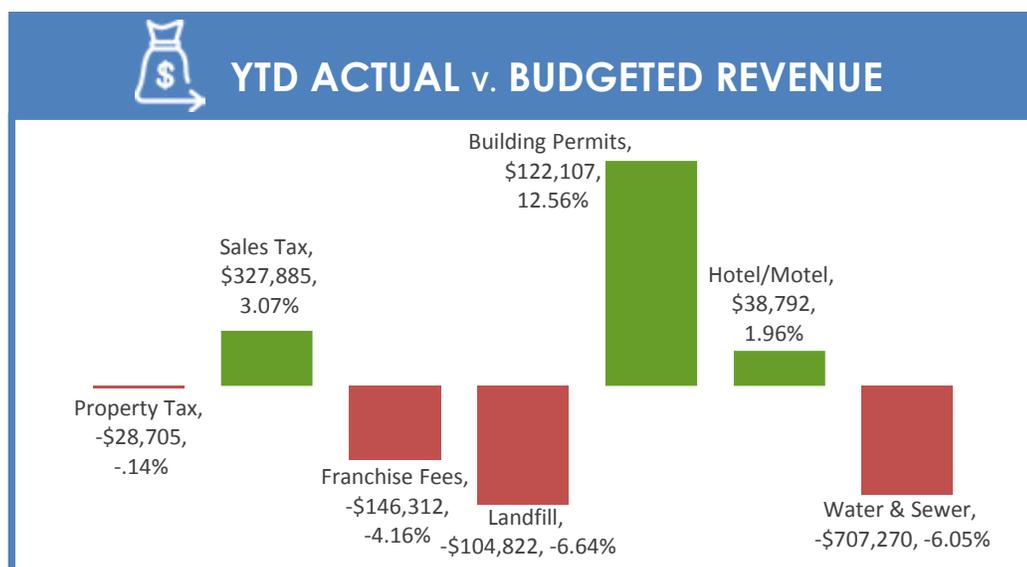
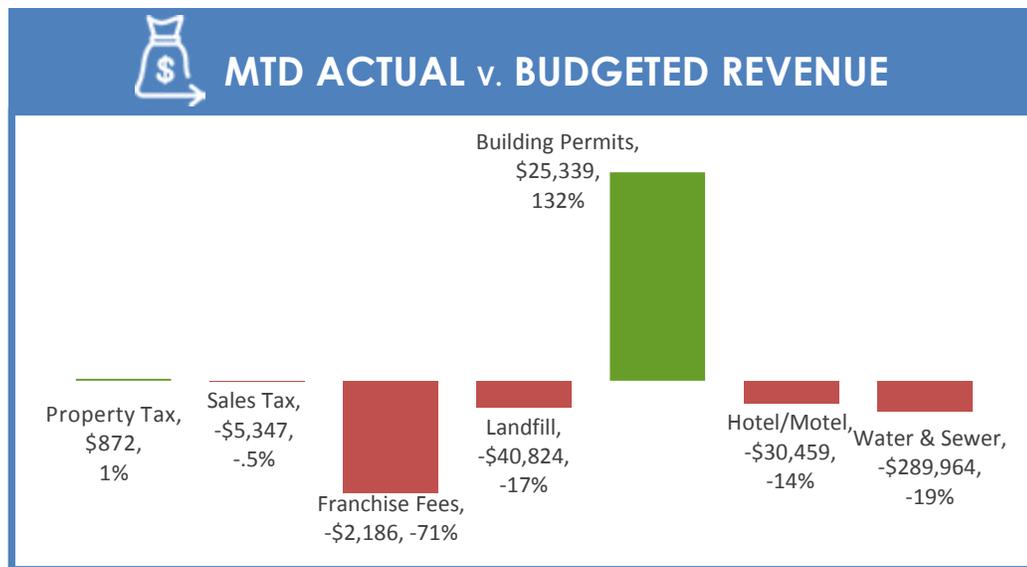
## CRITICAL RECORDS SCANNED



# STEWARDSHIP

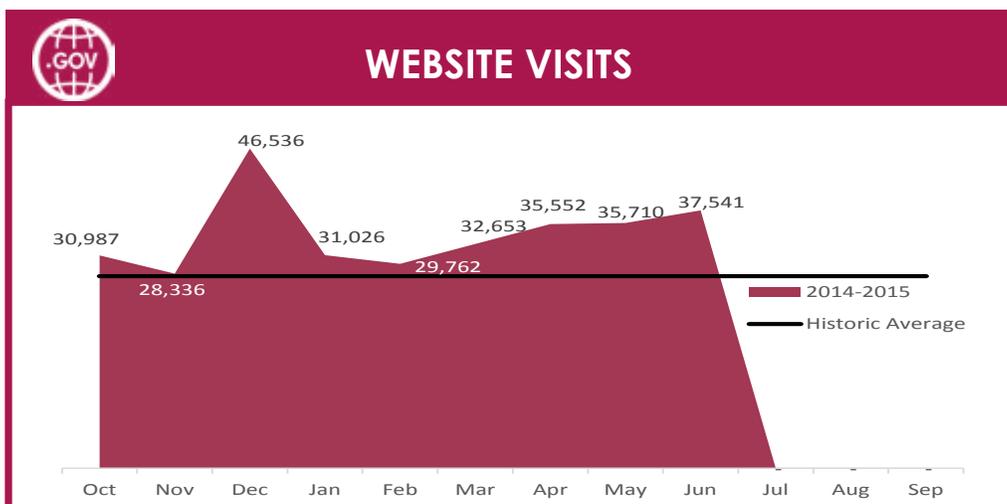
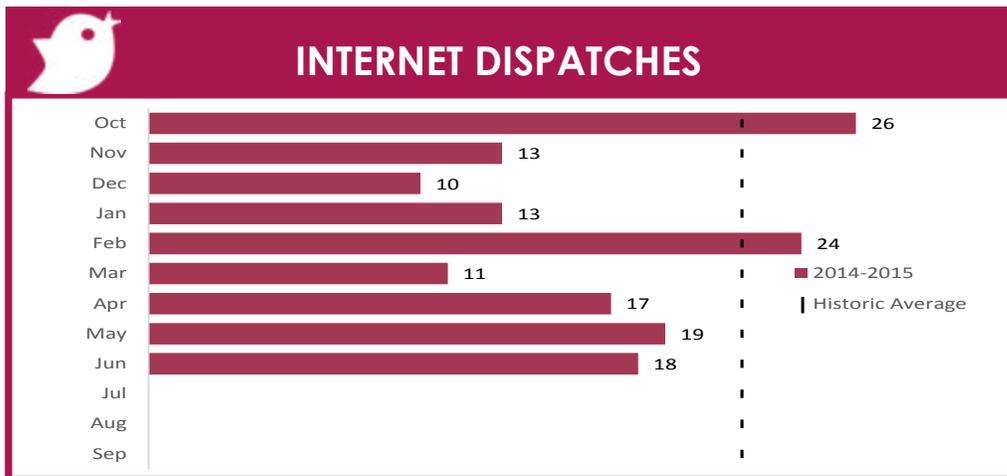
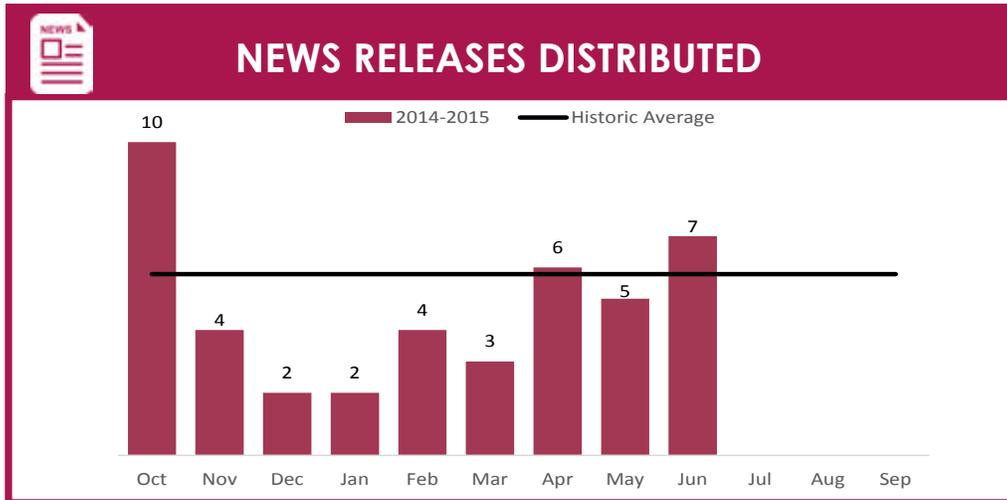
Stakeholders' investments should be protected through conservative budgeting, spending, and resource management.

REVENUES	This Month - Actual	This Month - Budget	FYTD - Actual	FYTD - Budget
Property Tax	\$74,422.09	\$73,550.00	\$20,789,117.96	\$20,817,823.00
Sales Tax	\$1,100,840.11	\$1,106,187.00	\$11,012,613.78	\$10,684,729.00
Franchise Fees	\$890.40	\$3,076.00	\$3,372,565.44	\$3,518,877.00
Landfill	\$198,697.23	\$239,521.00	\$1,474,298.03	\$1,579,120.00
Building Permits	\$44,559.76	\$19,221.00	\$1,094,518.09	\$972,411.00
Hotel/Motel	\$181,965.74	\$212,425.00	\$2,019,942.77	\$2,592,000.00
Water and Sewer	\$1,223,973.72	\$1,513,938.00	\$10,991,394.69	\$11,698,665.00



# ACCESSIBILITY

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



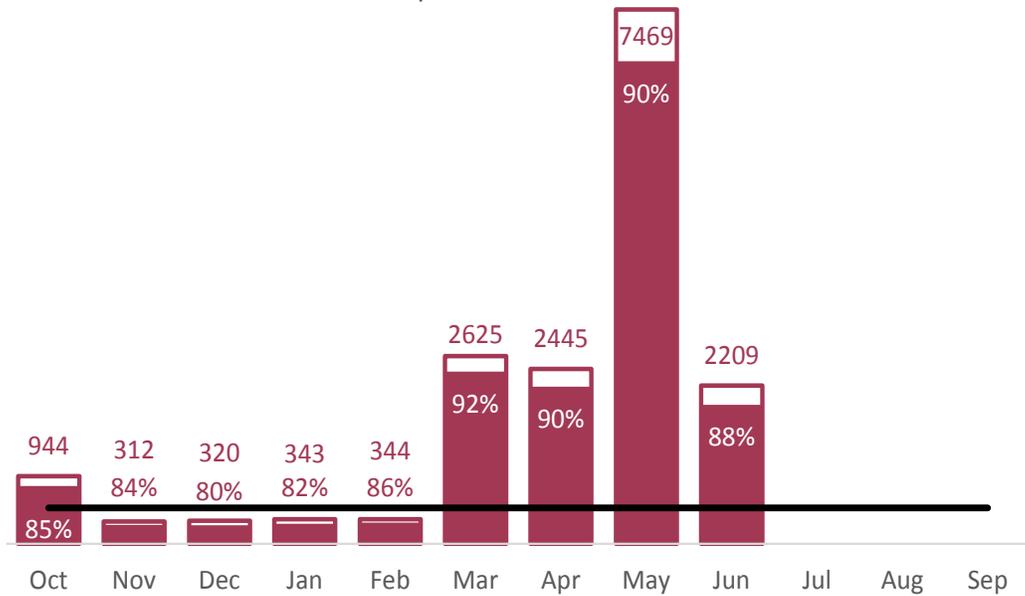
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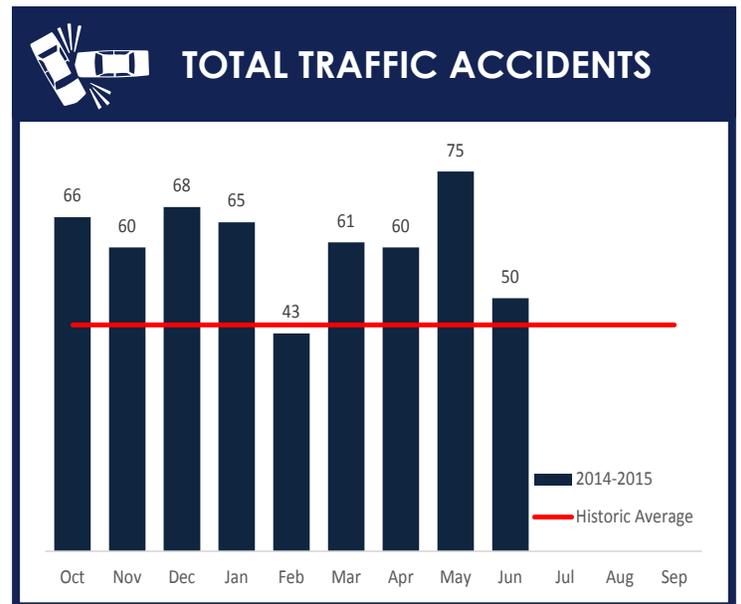
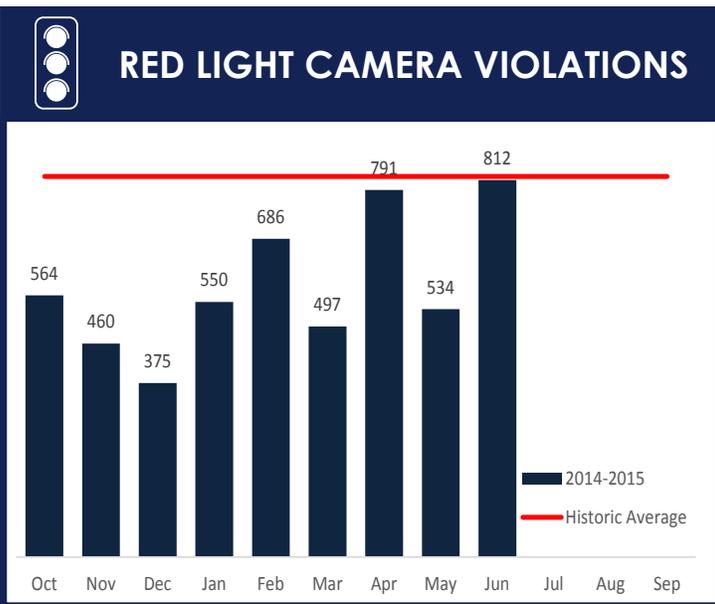
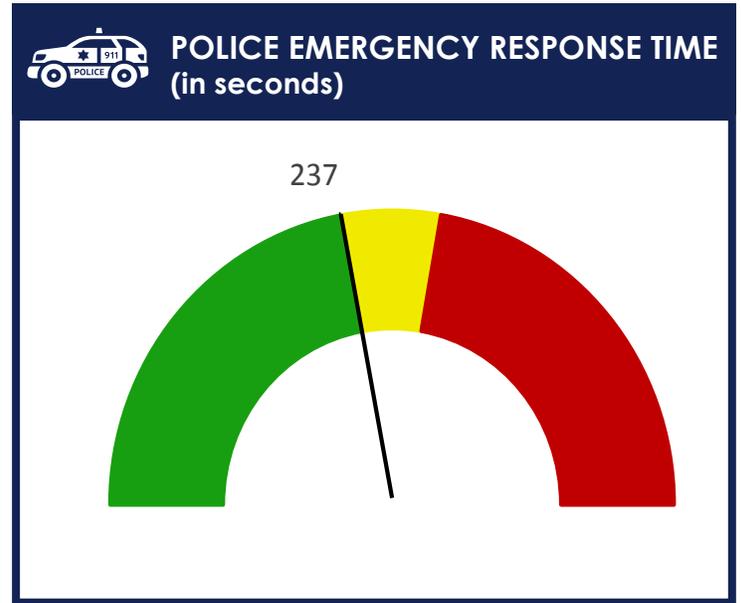
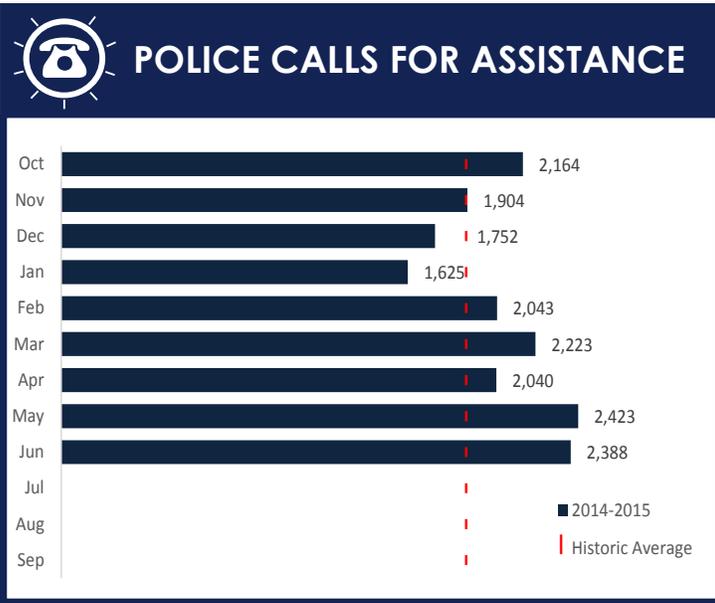
## LOVE THE BRANCH VISITS

with Proportion of New Visitors



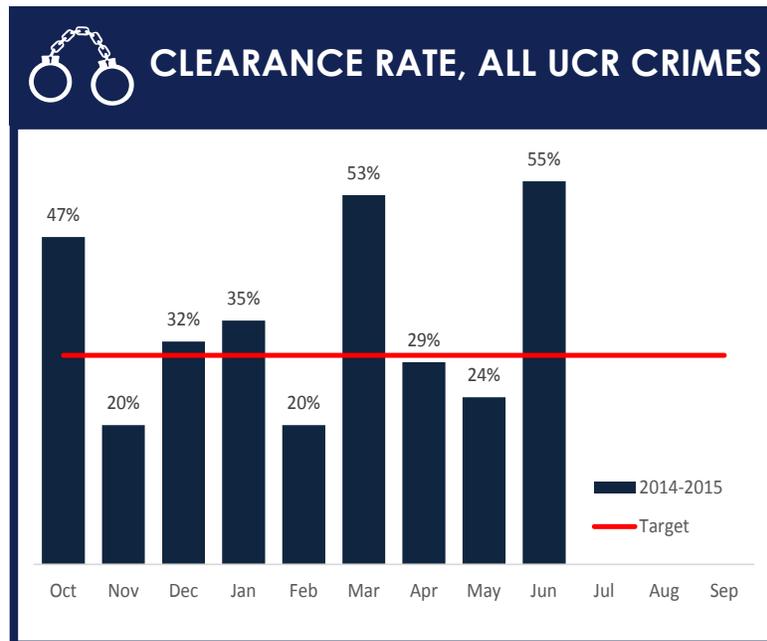
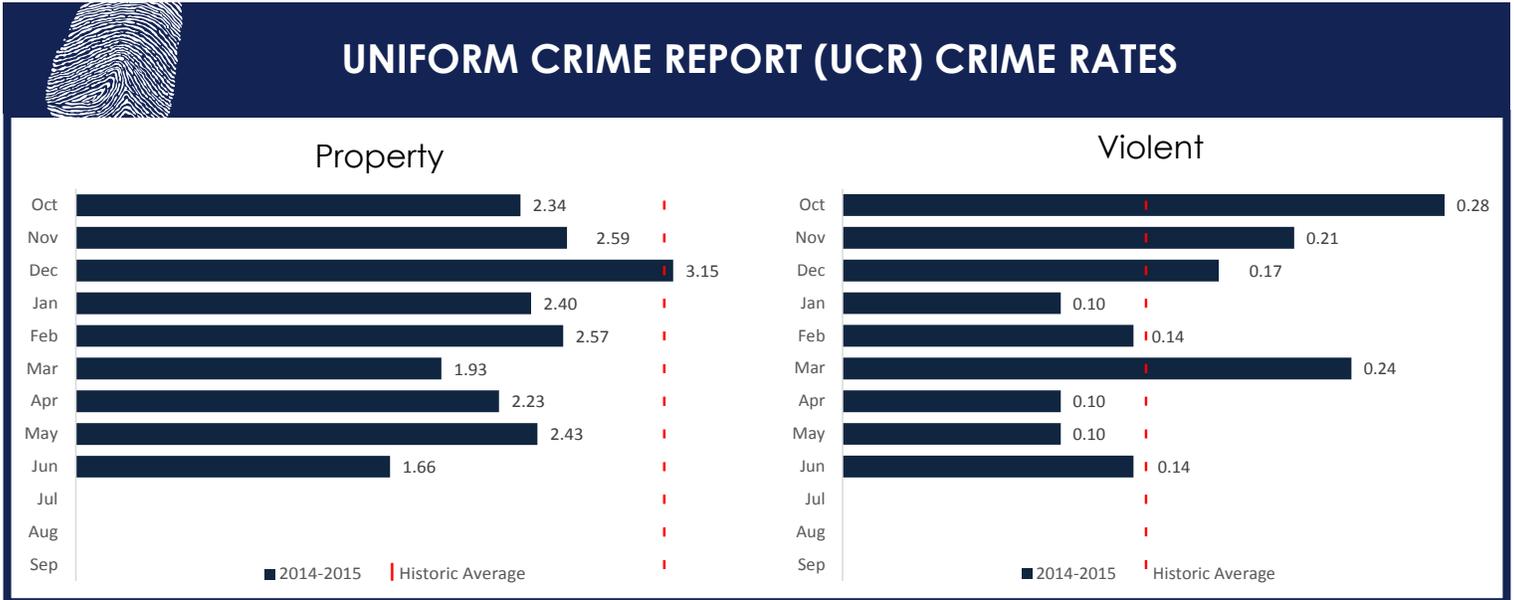
# SAFETY

Safety is the foundation on which vibrant communities are built.



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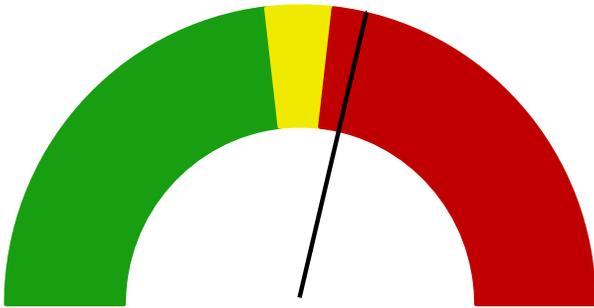
# SAFETY

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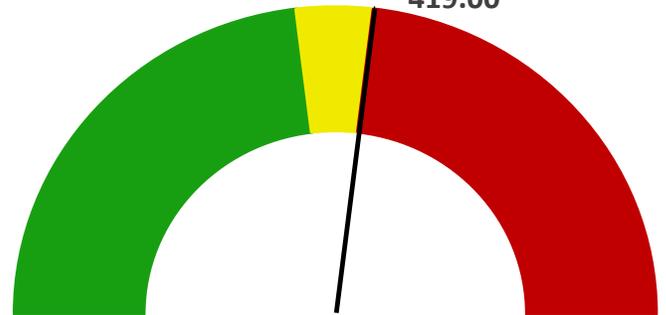
## 90<sup>TH</sup> PERCENTILE FIRE RESPONSE TIME (IN SECONDS)

470.00

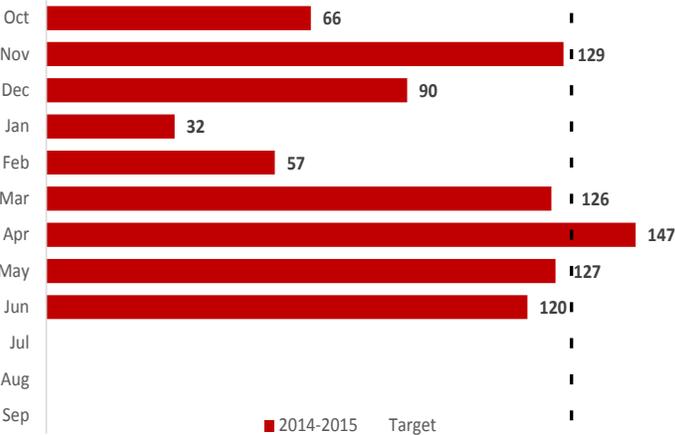


## 90<sup>TH</sup> PERCENTILE EMS RESPONSE TIME (IN SECONDS)

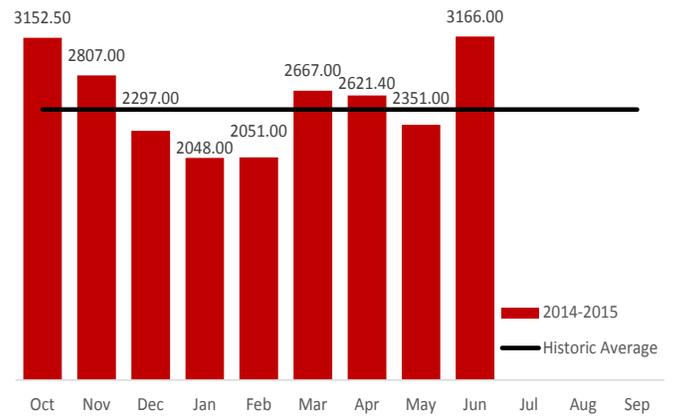
419.00



## NUMBER OF BASE BUILDING INSPECTIONS



## NUMBER OF COMBINED FIRE AND EMS TRAINING HOURS

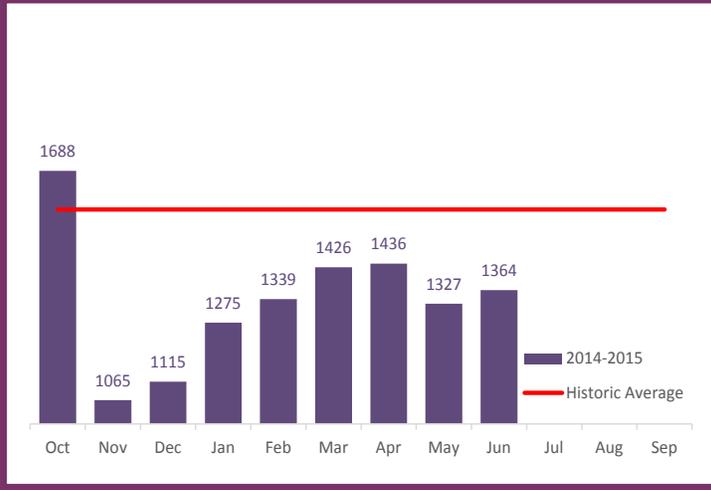


# SAFETY

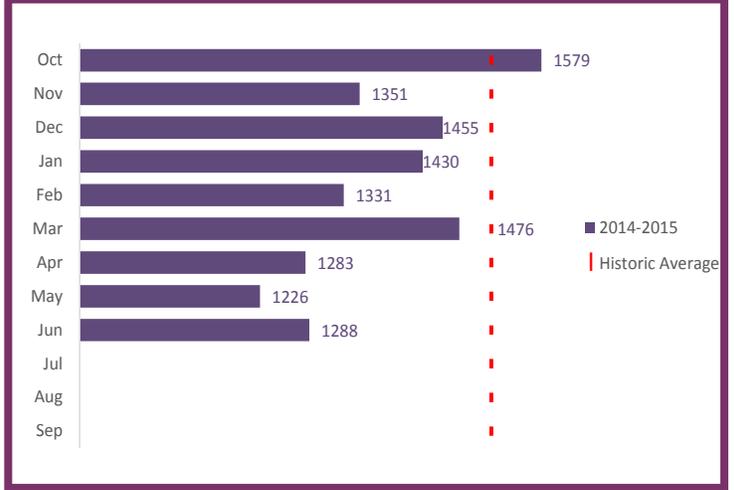
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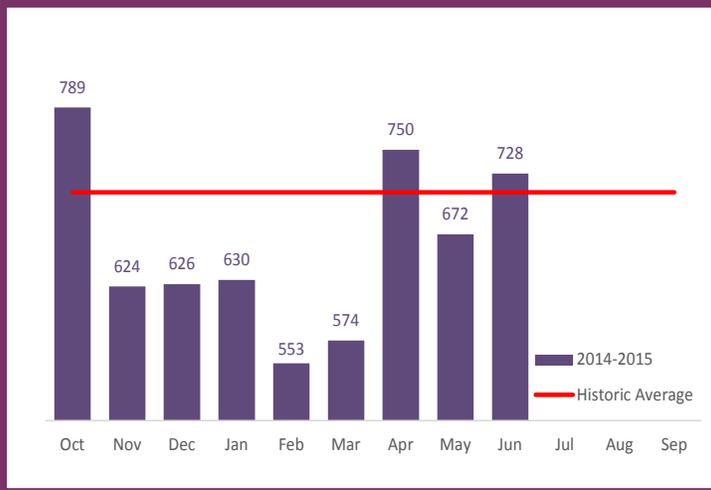
## COURT CASES FILED



## COURT CASES DISPOSED



## WARRANTS ISSUED

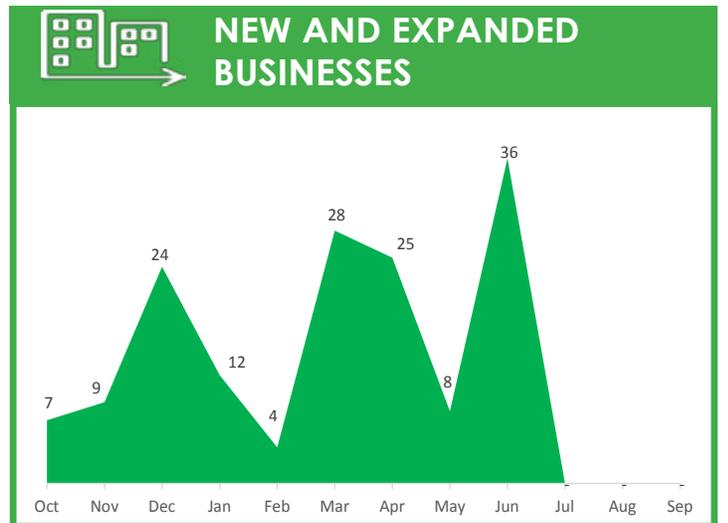
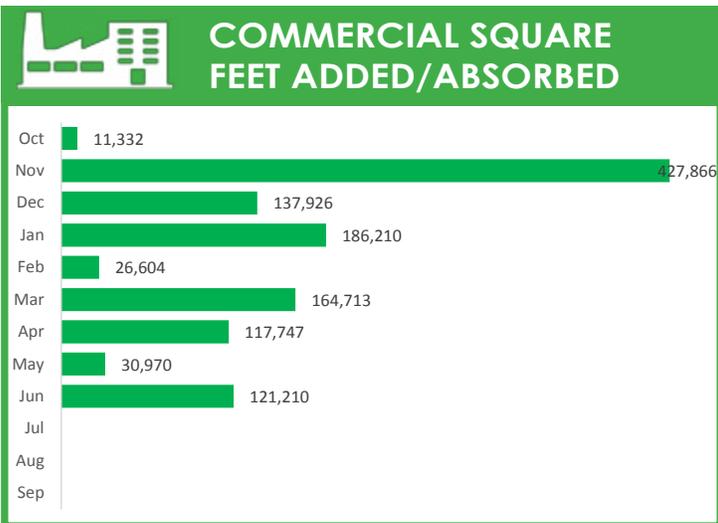
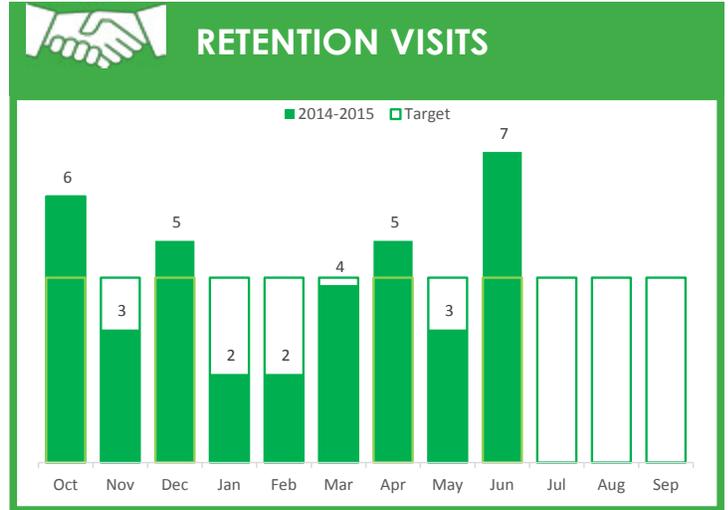
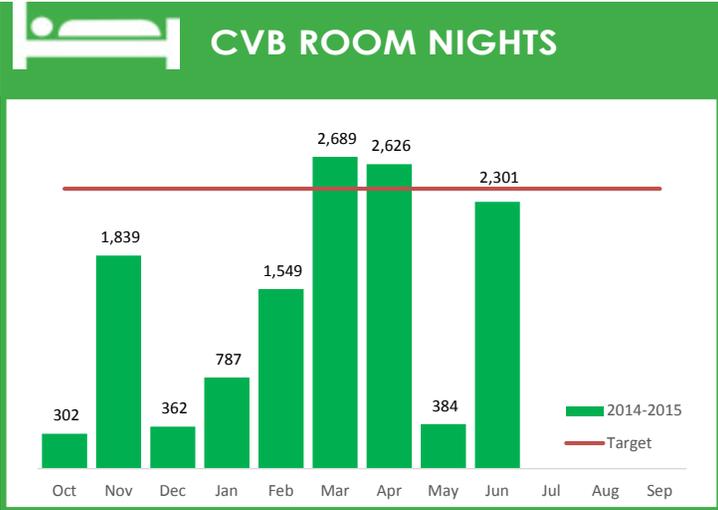


## WARRANTS SERVED



# GROWTH

A strong, diversified economic base provides sustainable growth.

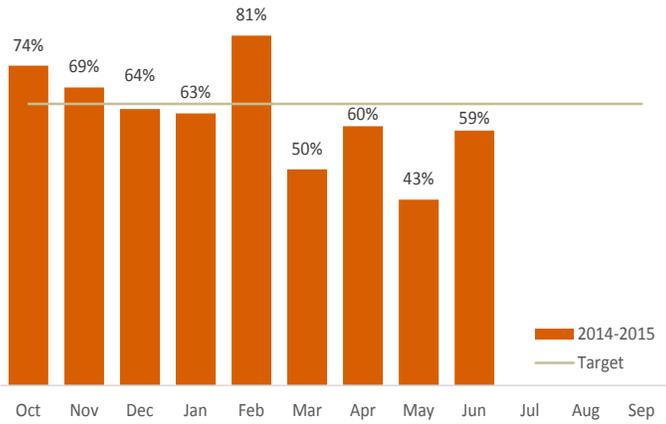


# NEIGHBORHOODS

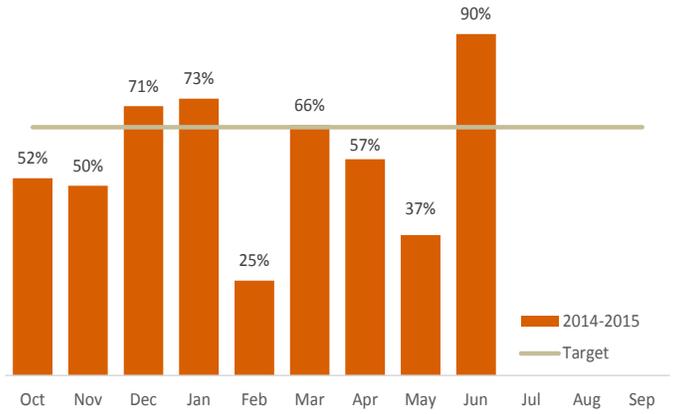
Effective planning, land use, development, code enforcement, and revitalization activities yield strong, thriving commercial and residential neighborhoods.



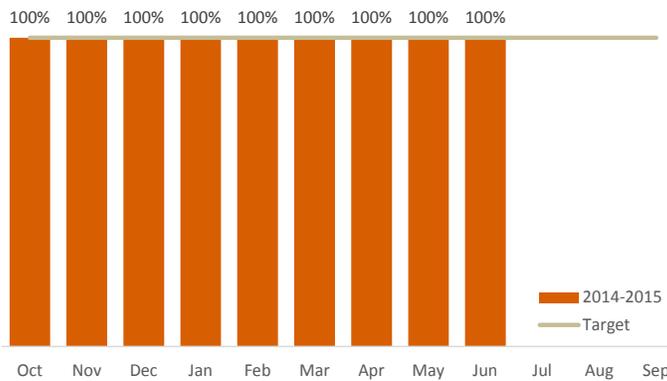
## COMPLIANCE RATE - 7-DAY NOTICES



## COMPLIANCE RATE - 15 DAY NOTICE



## COMPLIANCE RATE - 30 DAY NOTICE

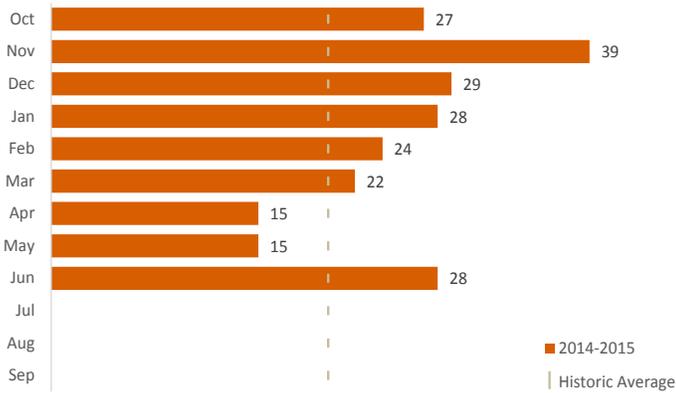


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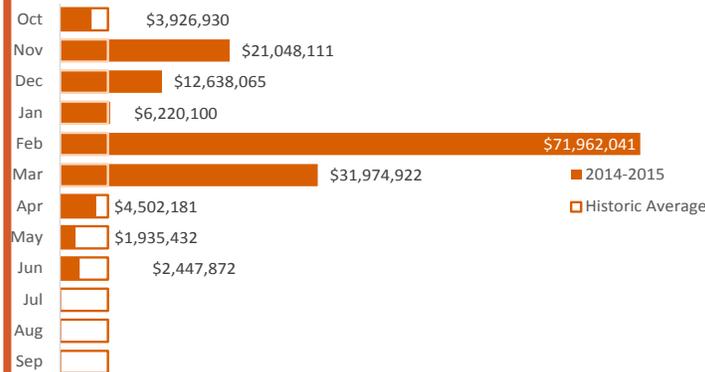
## COMMERCIAL BUILDING PERMITS ISSUED



## COMMERCIAL BUILDING PERMIT REVIEW TIME



## COMMERCIAL BUILDING PERMIT VALUE

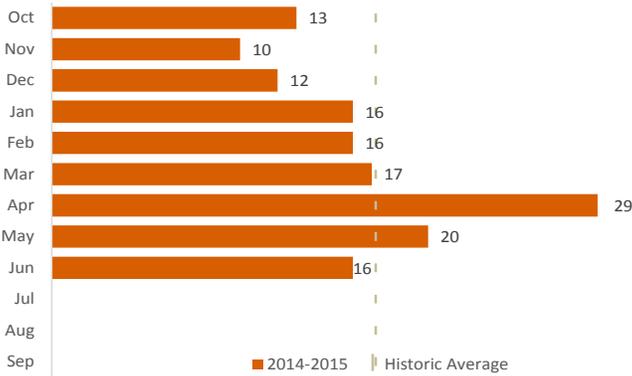


# NEIGHBORHOODS

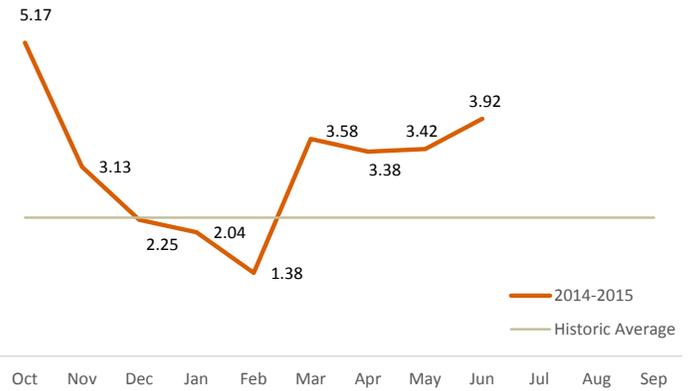
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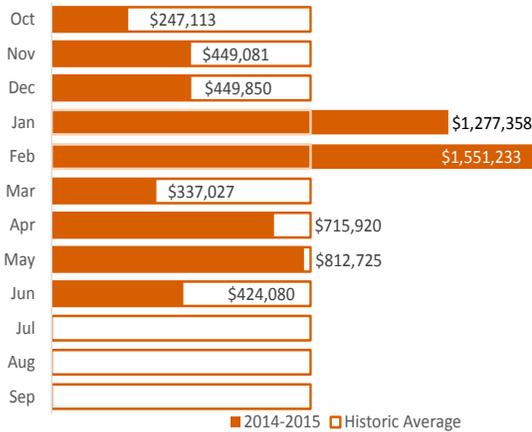
## RESIDENTIAL BUILDING PERMITS ISSUED



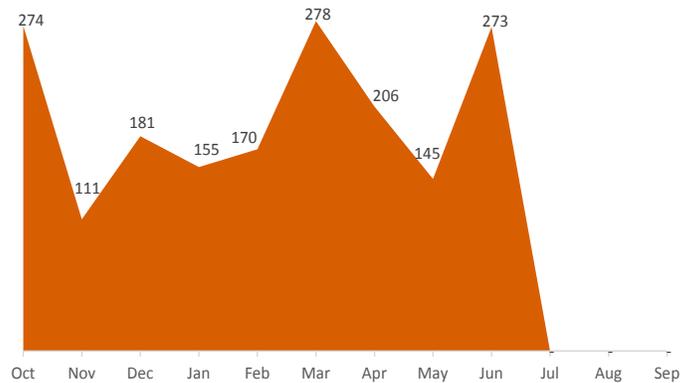
## RESIDENTIAL BUILDING PERMIT REVIEW TIME



## RESIDENTIAL BUILDING PERMIT VALUE



## ANIMAL SHELTER FIELD CALLS

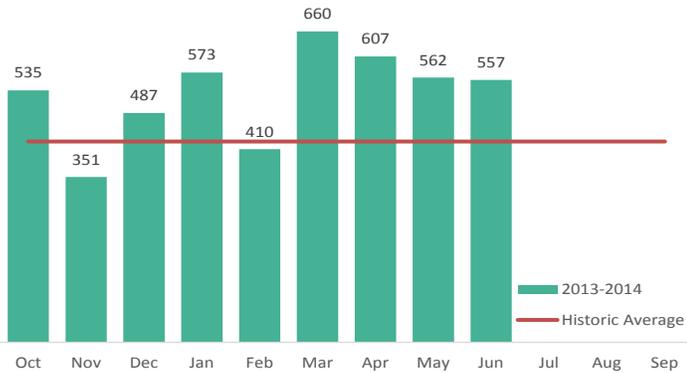


# LEISURE

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

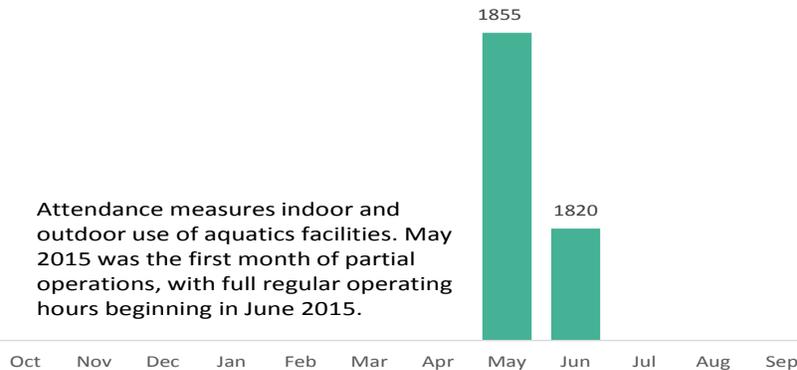


## SENIOR CENTER ATTENDANCE



## AQUATICS ATTENDANCE

Attendance measures indoor and outdoor use of aquatics facilities. May 2015 was the first month of partial operations, with full regular operating hours beginning in June 2015.

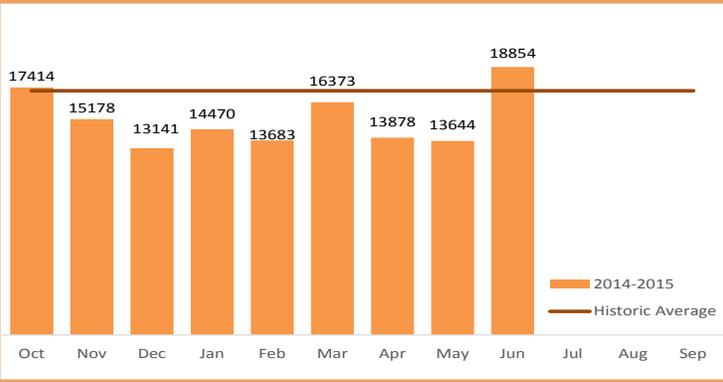


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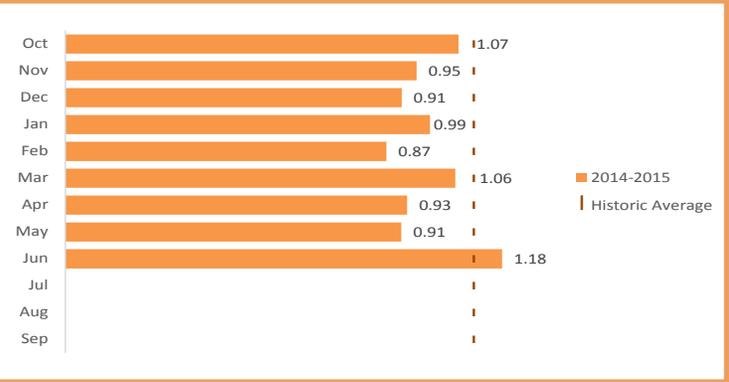
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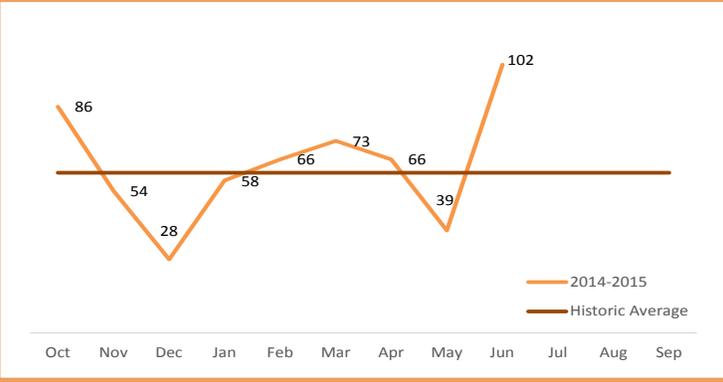
## LIBRARY VISITORS



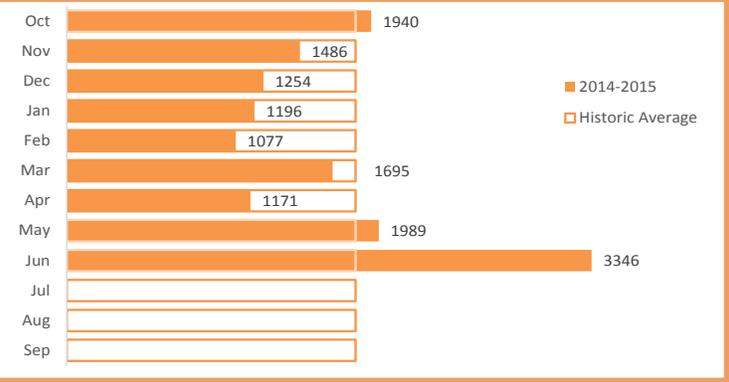
## CIRCULATION PER CAPITA



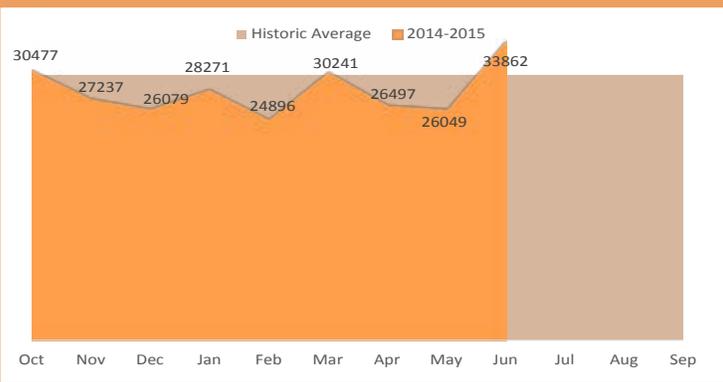
## LIBRARY PROGRAMS



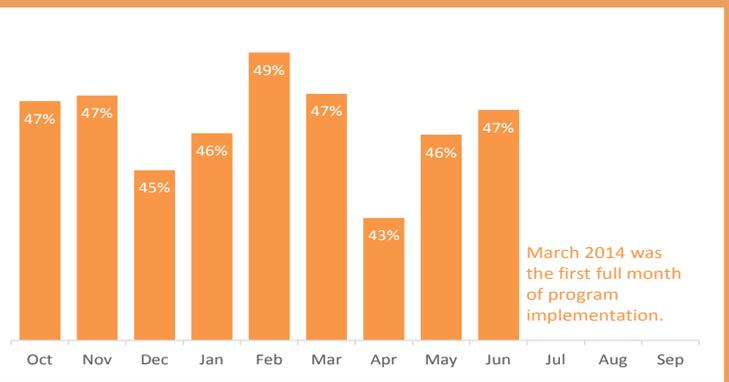
## PROGRAM ATTENDANCE



## TOTAL CIRCULATION

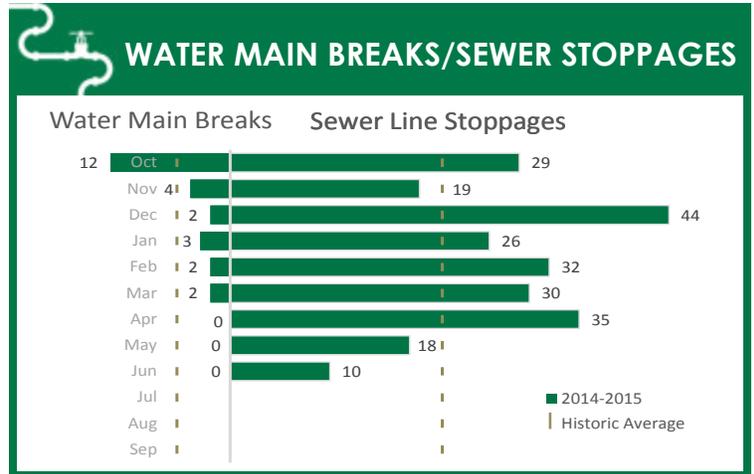
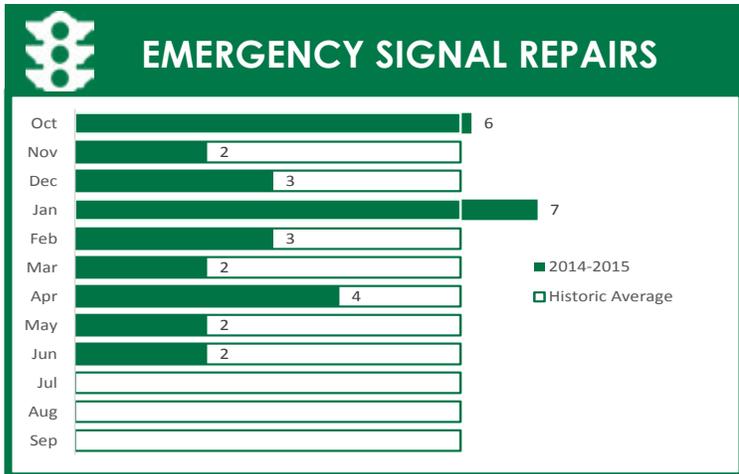
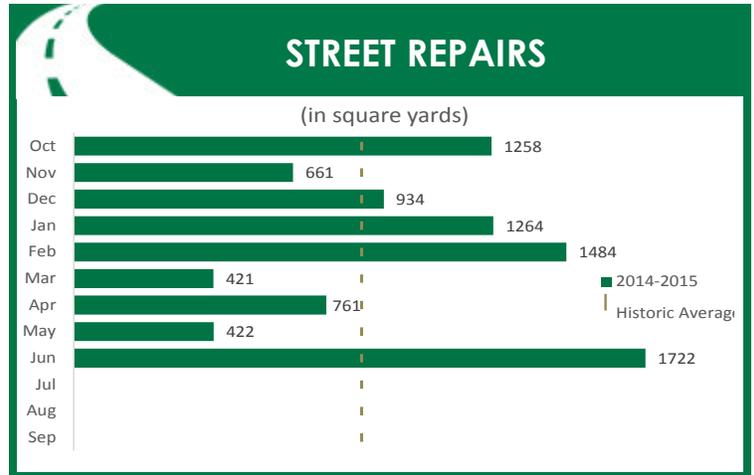
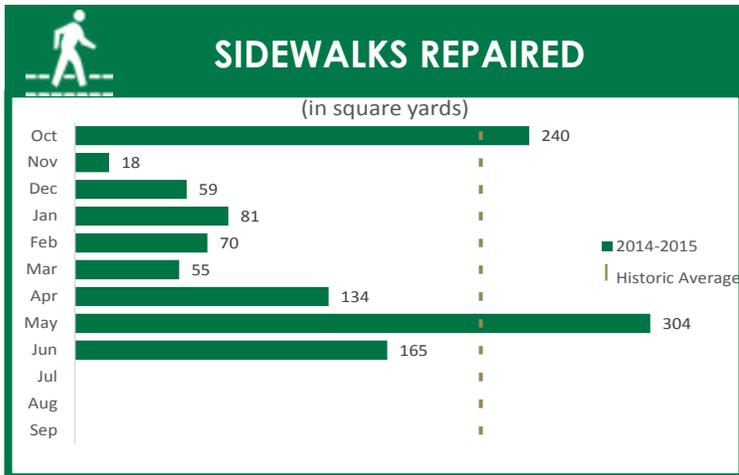
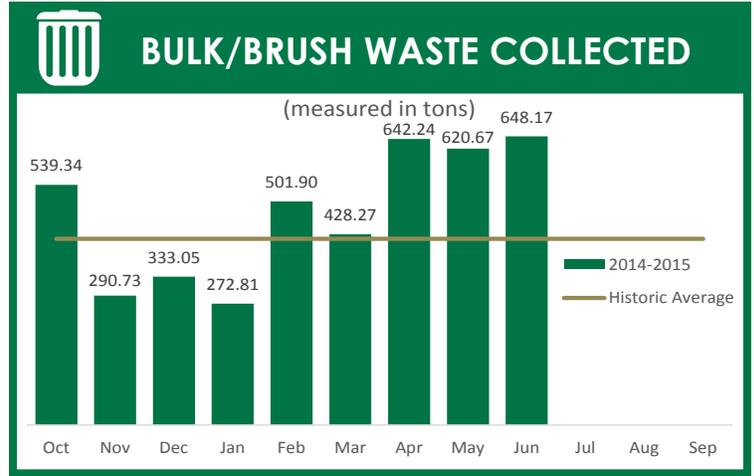
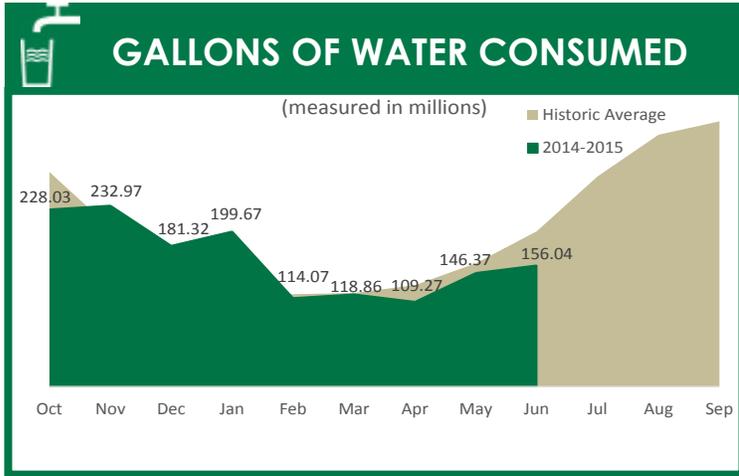


## SELF-SERVICE CHECKOUTS



# INFRASTRUCTURE

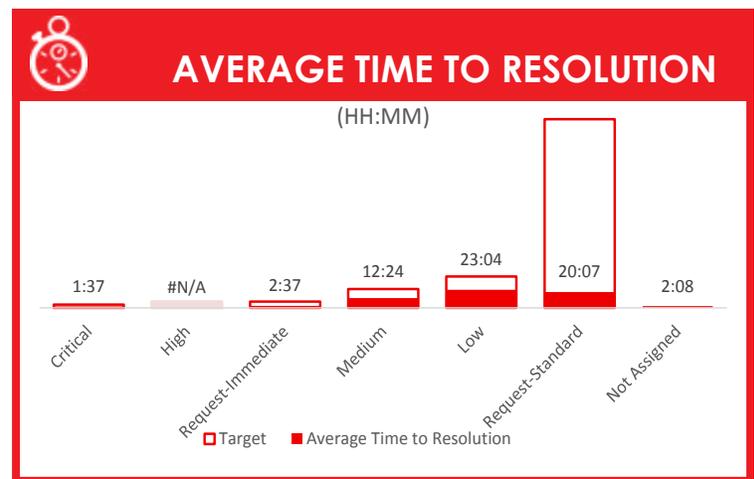
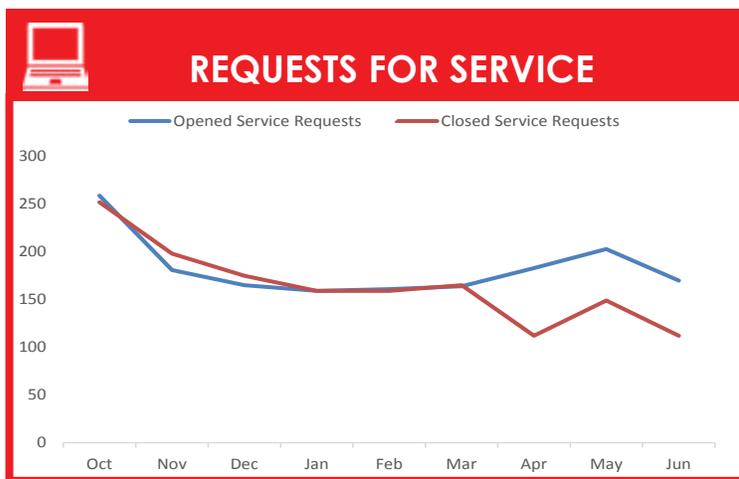
Functional, sustainable, and well-maintained infrastructure, facilities, and equipment are essential elements which allow the City to achieve its potential.



# INFRASTRUCTURE

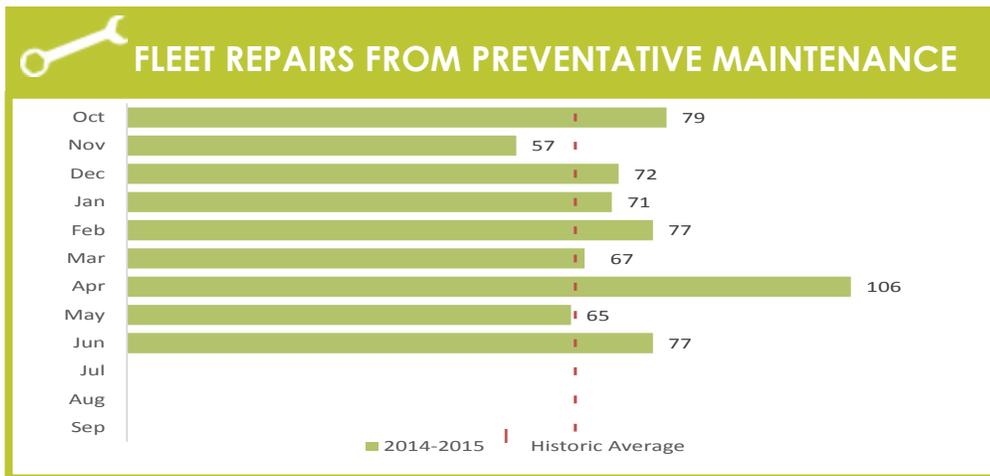
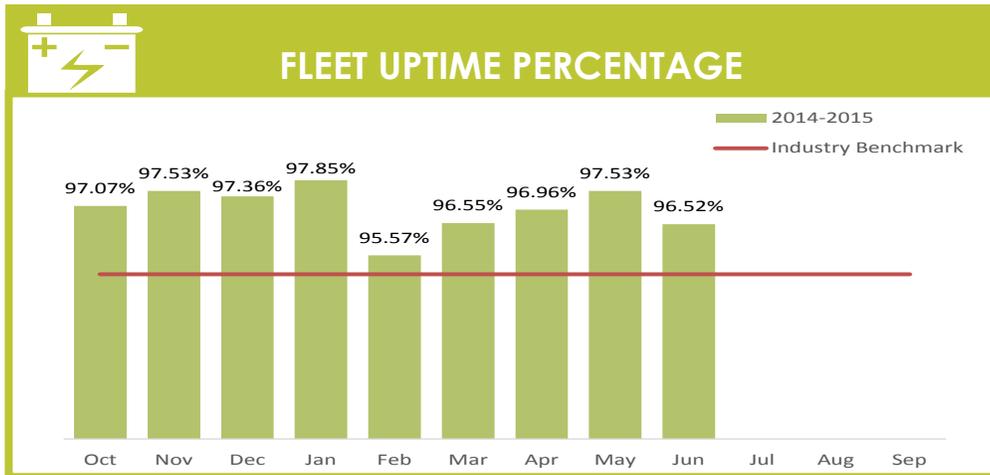
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Information Services Priority Types	# of Requests
<b>Critical - Immediate, sustained effort using all necessary and available resources until service is re-stored.</b>	<b>1</b>
<b>High - Immediate response to assess the situation, staff may be interrupted and taken away from low or medium priority job.</b>	<b>0</b>
<b>Medium - Response using standard procedures and operating within the normal frameworks.</b>	<b>16</b>
<b>Low - Response using standard procedures and operating within the normal frameworks as time allows.</b>	<b>46</b>
<b>Request Immediate - Priority response to address the request, staff may be interrupted and taken away from low or medium priority jobs.</b>	<b>8</b>
<b>Request Standard - Response using standard procedures and operating within the normal frameworks as time allows.</b>	<b>101</b>



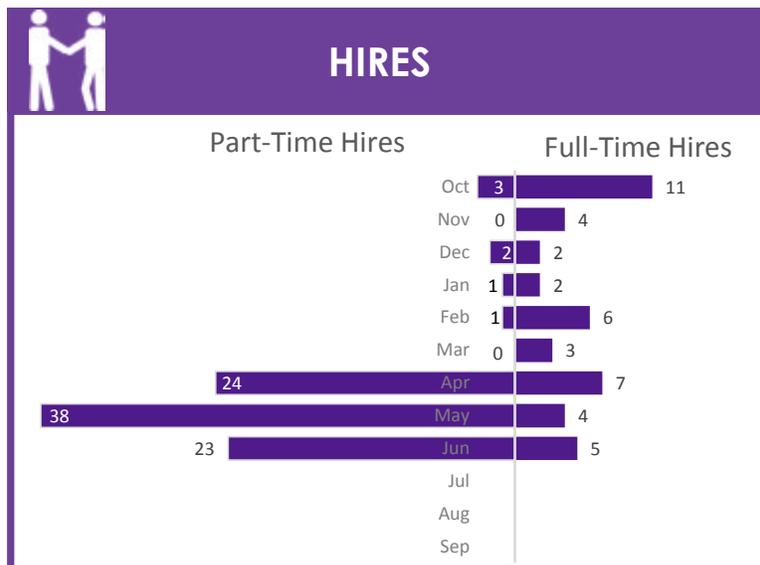
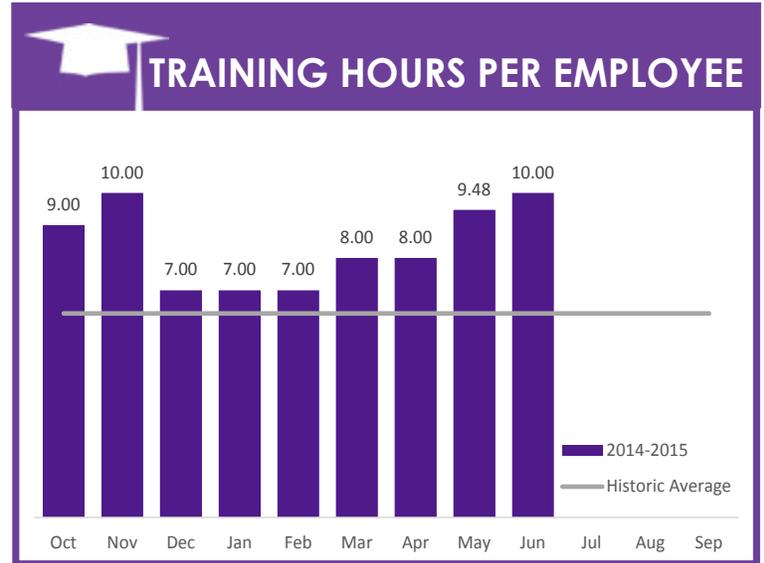
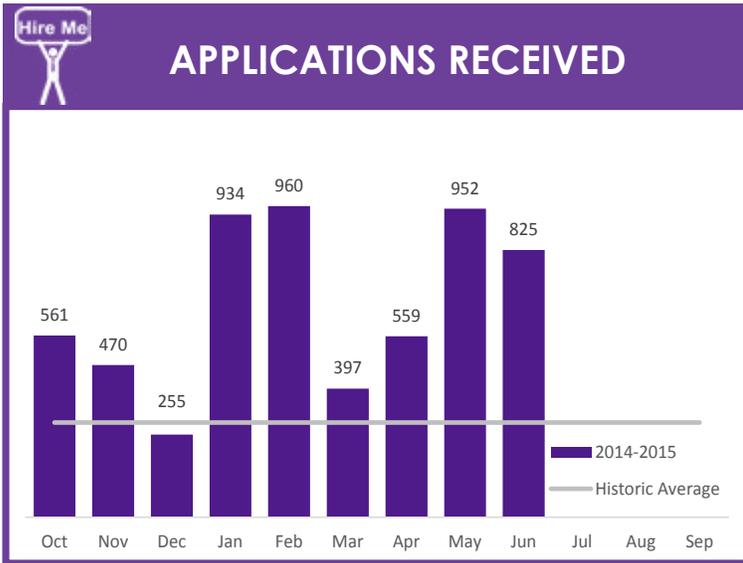
# INFRASTRUCTURE

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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

- “Officer (Jim) Stephens was reading reports of offenses that had occurred in his beat on his days off. He noticed the similarity of the name of a juvenile who was detained on first watch Monday to one of the names painted on the wall in the previous burglary. He contacted Juvenile Division and advised of the connection. With this information Investigators Bones, Laisure, and Richardson contacted the suspects, and gained confessions. Investigators were able to clear up two burglaries and one criminal mischief based on the confessions.”  
— Sergeant Terry Eoff
- “Officer (Michael) Dunn conducted covert surveillance on a man suspected of recently shooting out dozens of car windows in the Brookhaven Village Apartments. When the suspect shot out the window of the undercover van, Officer Dunn exited the van and effected an arrest. Officer Dunn showed great restraint in his use of force as the suspect pointed a BB pistol at him which looked like a real gun.”  
— Deputy Chief Mark Young
- “Just want to compliment Sgt. Chad Taylor for his presentation at our Neighborhood Crime Watch meeting... It was informative and his presentation was interesting. He is a good representative of the Department as are all the police personnel I have come in contact with. The City and Chief are all to be commended on assembling such an efficient group to protect us. We appreciate everything that's done by the Department.”  
— Madeline Rude
- “Officers (Chris) Best's and (Tommy) Wagnon's actions should be commended for coordinating the apprehension of a high risk fugitive. Good police work! Hunt County also commended the officers for the arrest of their “most wanted” fugitive.”  
— Lieutenant Erik Stokes

