

CORAL SPRINGS

State of the City 2007

The nation's premier community in which to live, work, and raise a family.



The Malcolm Baldrige National Quality Award

"In support of its seven strategic priorities, the City has established a robust and often innovative series of partnerships and relationships. Twenty-seven citizen advisory committees and boards harness the passion and technical expertise of volunteers, who provide ongoing input, guidance, and advice on customer priorities and requirements."

– Malcolm Baldrige National Quality Award Feedback Report

This recognition of our commitment to excellence would not have been possible without your support, believing that local government can and should be run like a high-performing business worthy of Baldrige recognition.

With your constructive input and involvement, we've proven that it can be done!

We also want to take this opportunity to thank our business community for underwriting the cost of the Baldrige application and evaluation process. We offer special thanks to our Chamber of Commerce, Economic Development Foundation and Council of Executive Officers for championing this successful fundraiser.

Help us maintain our "Community of Excellence" and build a more prosperous future for Coral Springs by continuing to contact us with your ideas, suggestions and feedback through our online CityHelpDesk at coralsprings.org/help; by attending Slice of the Springs meetings in your neighborhood; by volunteering to serve on our many boards and committees; and by taking the time to complete our customer surveys.

We are proud to serve this great community and look forward to continuing with you on our quality journey.

A Message from Your City Commission and City Manager

Congratulations Coral Springs! We are the recipient of the 2007 Malcolm Baldrige National Quality Award for performance excellence – the first state or local government in the nation to receive this Presidential distinction. Following the principles, practices and tools of the best-run companies in America, the City has been able to improve the way we do business. Reaching this level of excellence enables us to respond to your needs in the most responsive and responsible manner. While this award is presented to the City, you, our residents and businesses, are the true beneficiaries. We accept this award from the President of the United States on behalf of our “Community of Excellence.”

Fiscal Year 2007 was also the year of property tax reform. Fortunately, we anticipated this as early as 2004 and began planning to minimize the impact on our community. Although our tax rate has always been low, the recent increases in property values, coupled with frugal spending habits, have afforded us the opportunity to generate modest year-end surpluses for the past few years. Rather than squandering these resources, we carefully invested them for the betterment of our community. One way we’ve accomplished this is by avoiding future expenditures through equity funding of capital projects, paying off expensive debt, and funding depreciation to pay for replacement equipment with cash.

In addition to avoiding significant future expenses, we’ve used the surpluses to replenish emergency reserves nearly depleted in addressing the multitude of challenges caused by Hurricane Wilma. We also subsidized our Fire Fund, keeping the Fire Special Assessment rate one of the lowest in the County.

We found other ways to prepare. We saved money by renegotiating our contract for managing the Coral Springs Center for the Arts, reducing our financial exposure by 34 percent. We renegotiated our health

plan management agreement and changed policies and benefits to create significant savings. We also invested in technology to make us more productive. For example, our new field reporting system allows police officers to input their reports directly from the field, eliminating the need for data entry positions while increasing our police presence in the community.

Despite the focus on property tax reform measures during 2007, we managed to chalk up an impressive list of accomplishments.

Our crime rate remains very low – Morgan Quitno Press ranked Coral Springs as the safest city in the State of Florida and the 17th safest in the nation in 2007. We’ve reconstructed and expanded our bike patrol program and continued to add security cameras to parks – resulting in a decrease in identity theft.

The Fire Department continues to provide outstanding service and response times. Renovations to Station 64 are complete, and the joint venture with Parkland for enhanced service to Heron Bay is up and running. We’re also proud to announce that the Coral Springs Fire Academy has been recognized as the best academy in Florida for 2007.

Conservation and environmental vitality were also on the forefront during 2007. To encourage conservation, a new water and sewer rate system rewarding conservation has been put in place, supported by an educational awareness campaign. The Street Tree Replacement Program, offering financial incentives to homeowners to replace trees lost during Hurricane Wilma, has been a great success, adding approximately 2,100 new trees to our depleted landscape. The program is being extended to commercial properties in 2008 as well as to older residential areas that were not required to have street trees when built.



City Attorney Sam S. Goren, Vice Mayor Vincent M. Boccard, Commissioner Roy Gold, Mayor Scott J. Brook, Commissioner Claudette Bruck, Commissioner Ted Mena, and City Manager Michael S. Levinson.

The City supports green initiatives, and we've led by example by incorporating these practices into the construction of the new Fire Station 80 and by passing an ordinance to encourage sustainable development in our City. "Green design" practices increase the efficiency with which buildings and their sites use energy, water and materials.

We've been named one of the 100 Best Communities for Young People for the third straight year, because our youth continue to be paramount in our planning. The Teen Political Forum was successfully planned and carried out by Coral Springs students, and the ProjectCS teen car club has strong participation in its first year. Log on to CSTeensUndecided.com to see how we are linking at-risk youth to career-based educational opportunities.

Financially, the City remains on solid ground, as validated by our three AAA credit ratings from the agencies on Wall Street. Coral Springs continues to boast the lowest operating millage rate in the region for larger, full-service cities. That rate has been further reduced by

13 percent for Fiscal Year 2008. Only 18.5 percent of the property taxes you pay go to the City of Coral Springs, even though the City provides most of the government services that are closest to home, such as police, fire, parks and recreation, code enforcement, and public works.

We've been working diligently in partnership with Enterprise Coral Springs to address the needs and concerns of our business community. Our efforts are paying off – thank you, our business community, for rewarding us with a 96 percent customer service rating.

As an organization, we refuse to rest on our laurels. The Baldrige Award marks a new beginning for our City as a "Community of Excellence." We will continue to improve upon the way we do business because our culture requires it, and you expect it.

Thanks for your continued support.

— The City of Coral Springs



Customer-Involved Government

The City encourages citizen participation in local government activities and actively seeks insight into the needs of the community to better align our services with customer needs.

Building Department Improvements

The Building Department's Customer Call Center began in October 2006 and since then has fielded more than 75,000 calls from residents, property owners and commercial businesses with questions about permitting, plan review, inspections and more. An Express Permit Pilot program was put in place to quickly handle a variety of small permits, allowing turnaround time to be less than one day. Further improvements were made to the permit notification process, allowing recipients to receive notifications as they prefer – by e-mail, telephone or direct mail.

Improved Business Communications

Eighty-nine percent of our business leaders believe the City goes above and beyond in communicating with them. Since the *Coral Springs* magazine redesign, staff began dedicating a page to report on issues of importance to our business community. In addition, each year a *Business Update* newsletter is mailed along with every Local Business Tax Renewal. We also developed web site enhancements, making it easier for our businesses to become a Community Partner, renew their Local Business Tax online, and submit comments, complaints and requests through our CityHelpDesk, which ensures a two-day response.

Do you have a comment, complaint or request?

Log on to the

CityHelpDesk
954-344-1001 | coralsprings.org/help



Our goals are to:

- Invite and promote citizen volunteerism.
- Encourage voter turnout.
- Diversify the methods of communicating with citizens to provide information on City news and issues to the widest possible audience.
- Increase contact with community businesses about City issues using print, internet and direct mail.
- Maximize opportunities for staff to directly meet customer needs.
- Enhance and publicize the City's nationally acclaimed identity consistent with the mission statement.
- Partner with the School Board and non-profit organizations to develop and advance mentoring opportunities for youth.
- Align City services with customer needs and expectations.

Public Safety Training and Technology Center

The Florida Fire Training Directors Association named the Coral Springs Fire Academy as "Fire Training Center of the Year" in Florida for 2007. The selection committee chose the Coral Springs Fire Academy for its outstanding performance in training future firefighters, as well as its contributions to the development of innovative training programs and procedures that have become new standards for the training of firefighters across the state. The Academy serves as a major training resource for 12 local fire departments and four local law enforcement agencies.



Parkland Partnership: Northwest Response Time Improvements

Coral Springs and Parkland joined together to add another engine company and rescue unit to improve emergency response times for service areas in northwest Coral Springs and west Parkland. The units are based in Parkland but will service both cities. This extension of the two cities' current partnership provides better service to Coral Springs and Parkland residents at a shared cost.

New Resident Outreach

All new residents receive a thoughtfully designed folder with a wealth of information, including City publications, brochures and a DVD featuring City facilities and opportunities for residents. The guides are available at City locations, such as City Hall in the Mall, and police officers also are distributing them as they introduce themselves to new homeowners within the areas they serve.



Performance Measures

Fiscal Year 2007

	Goal	Actual
Number of volunteer hours donated to the City	31,000	43,628
Percent voter turnout per election	40%	44.2%
Overall rating of the City in terms of communicating with residents (City Survey)	93%	92%
Overall rating of the City in terms of communicating with businesses (City Survey)	78%	89%
Overall quality rating for City services by business owners (City Survey)	91%	95%
Customer service rating by residents (City Survey)	93%	94%
Customer service rating by businesses (City Survey)	90%	96%
Number of mentors trained	50	128
Overall quality rating for City services and programs (City Survey)	93%	93%
Overall satisfaction rating of City employees (HR Survey)	93%	97%



Performance Measures

Fiscal Year 2007

	Goal	Actual
Maintain AAA Bond Ratings	AAA	AAA
Residents' value rating (City Survey)	73%	58%
Add to the City's financial reserves until a final goal of 17% of budgeted expenditures is reached	\$2 million	\$2 million*
Percent of plan reviews completed within 15 working days	95%	90.8%**
Non-residential value as percent of total taxable value	20%	19.75%
Percentage increase of operating millage rate	0%	0%

*Actual number will be available after audit.

**Turnaround time for plan reviews increased in Fiscal Year 2007 due to a spike in roof & window repairs and replacements. Since April 2007, the percent of reviews completed within 15 days is 98.2 percent.

Financial Health & Economic Development

The City enhances financial stability by diversifying its tax base, encouraging redevelopment and providing the highest quality of service to our residents and business owners at the lowest cost.

Downtown Coral Springs

The first phase of downtown redevelopment is complete.

Located on the southeastern corner of the University Drive and Sample Road intersection, One Charter Place encompasses more than 100,000 square feet of commercial office, retail and financial space. This project benefits our community through the increased business presence of large corporations including Merrill Lynch and the regional offices of State Farm Insurance. The City's Community Redevelopment Agency is expected to announce the next phase of development projects in late Fiscal Year 2008. The CRA is also assisting Publix in their development of the first GreenWise Market in Downtown Coral Springs.

Planning for the Future

The City was able to reduce the property tax rate in accordance with last year's tax reform with minimal negative impact on our customers. However, there are more challenges ahead. The latest tax reform referendum initiative will be implemented next year amid a recessionary period where revenues have been declining. We're better prepared to meet these challenges because we have been planning ahead with long-term responses to what we know will be a long-term challenge. For instance, the City has created \$10 million in annual, sustainable savings and cost avoidance through prudent management of existing debt and avoidance of new debt. We renegotiated our contract for managing the Center for the Arts, as well as property and health insurance policies to create significant cost savings. We renovated the unused upper level of the Museum of Art to create income-producing classrooms. The City is developing plans to conserve water, thus avoiding the need for alternative water supplies that could cost \$26 million. By planning ahead, and using our modest surpluses to invest in measures that lower our costs in the future, we've kept our property taxes low and our customer satisfaction high.

Economic Development Foundation

The more successful the Economic Development Foundation is in attracting commerce and industry to Coral Springs, the less we need to rely upon our residents to foot the bill for the rising cost of providing City services. Our tax rate remained the lowest in the region for many years due in large part to the success of our EDF. During Fiscal Year 2007, the EDF brought six new projects to Coral Springs, totaling more than 500,000 square feet of new construction.

Our goals are to:

- Maintain financial stability and solvency.
- Encourage redevelopment of our downtown area into a vibrant, pedestrian-friendly, mixed-use community center.
- Coordinate with both large and small business groups to encourage business-friendly City policies that uphold community and public safety standards.
- Expand the tax base through appropriate development and redevelopment initiatives.
- Encourage "new urbanism" techniques in City planning.



Excellence in Education

Our goals are to:

- Advocate with the School Board to address potential overcrowding in Coral Springs schools.
- Facilitate partnerships that will bring increased vocational and higher education opportunities to the City.
- Work to foster increased parental participation in schools.
- Achieve academic goals at Coral Springs Charter School.
- Continue to support the ACE Academy at the Charter School and foster other initiatives, which give high school students leadership and career opportunities, and which will benefit local businesses by training employees of the future.

The City maintains partnerships with the Broward County School Board and individual public and private schools within Coral Springs to promote safety, increase parental participation, and expand educational opportunities.

Linking At-Risk Youth to Career-Based Education

The City of Coral Springs launched a web site geared toward helping local youth find potential career paths that are right for them. The site, CSTeensUndecided.com, came from a brainstorming session of a team comprised of City staff, high school guidance counselors, and college advisors. On the site, students can find information about alternative education opportunities, including online high school and college, and career/technical school for after graduation. There even is a page devoted to GED information for students choosing that option.

Charter School Art and Music Wing

In 2006, \$1.7 million of the proceeds from the sale of the land for One Charter Place, located in front of the Coral Springs Charter School, was combined with other school funding sources to finance the new Art and Music Wing, which was completed in 2007.

The 300-plus seat auditorium gives our high school thespians and musicians a professional place to perform. In addition, band and vocal practice rooms, three new classrooms and more guidance counselor rooms add to the usefulness of the wing.





Teen Political Forum

After a successful Teen Political Forum in October, there are plans to make this an annual event. Close to 700 local teenagers packed the Coral Springs Center for the Arts to ask questions of their elected officials from all levels of government. Students from all five area high schools participated in making this event a success.

College and University Partnership

The Coral Springs College and University Partnership, in its fourth year of operation, serves nearly 1,000 students annually who are now able to take college courses near home. Partners include the City of Coral Springs, Broward Community College, Broward Community College Economic Development Institute, Barry University and Nova Southeastern University’s Huizenga School of Business and Entrepreneurship. This partnership continues to grow with new educational opportunities as enrollment and curriculum expand.

Performance Measures

Fiscal Year 2007	Goal	Actual
Percent of school overcrowding in public schools	125%	96%
Number of students attending courses offered by partnering institutes of higher education	1,000	895
Achieve gains in math/reading mean scale score at Coral Springs Charter School	0.6%	0.7%



Tree Replacement Programs

The highly successful Residential Street Tree Subsidy Program made significant progress in replenishing the City's tree canopy, which was depleted by Hurricane Wilma. Since the program's inception, residents have planted approximately 2,100 trees in the public rights-of-way. This program has now been expanded to commercial areas for public rights-of-way. Emphasis will be placed on areas in the City's entryways and heavily trafficked thoroughfares. Since Hurricane Wilma, the City has planted more than 3,500 trees in City medians, cul-de-sacs, wetlands and other public spaces.

Public Safety in Parks and Commercial Areas

Betti Stradling and Cypress Parks are now equipped with parking lot security cameras linked to the Police Department Communications Center. This improvement has helped reduce vehicle burglaries, identity theft, and other crime in our parks. Investigators can review any footage to identify subjects and vehicles used in crimes. In Fiscal Year 2008, City staff will evaluate the calls for service at other parks and identify which will receive the next installation of cameras. The Police Bike Unit has been reconstructed and expanded to provide better coverage at City parks and commercial areas, while making it easier for our officers to interact and develop more personal relationships with residents. This past year alone, the Bike Unit has pedaled more than 10,000 miles and helped reduce vehicle burglaries at fitness centers.

Performance Measures

Fiscal Year 2007

	Goal	Actual
Number of cooperative projects and the number of different partners focused on enhancing the environment	12 projects 8 partners	12 projects 10 partners
City Crime Rate (crimes per 100,000 residents)	3,100	2,500.5
Percent of Code cases brought into voluntary compliance	70%	81%
Number of formal and informal neighborhood partnerships	20	27
Number of trees planted within the City	3,000	5,873



Neighborhood & Environmental Vitality

The City seeks to enhance aesthetics, safety, accessibility and mobility by preserving existing Environmentally Sensitive Land sites, promoting replenishment of the City's tree canopy, and planning for resource conservation.

Green Initiatives

The City has undertaken numerous green initiatives this past year and has led by example with our efforts to "Go Green." The Community Development Division has made the appropriate changes to the Land Development Code and Comprehensive Plan, adding language promoting green buildings and LEED-certified projects within the City. Staff has also increased the use of bio-fuel, converted to green janitorial supplies, encouraged the planting of native trees, and purchased 11 hybrids for City use, among other green initiatives.

Code Enforcement

The Code Enforcement Division has made several process and productivity improvements, including the Neighborhood Aesthetics Improvement Program. Two full-time officers now work weekends and extended hours, offering better community coverage, the ability to troubleshoot neighborhood concerns, conduct later inspections of violations, and increase after-hours availability to citizens. Another enhancement is the Administrative Citation Program, which provides a more effective and efficient way of case handling. Code officers are now required to give a written warning, and the violator then has the option to pay the fine or appear in court on the dated specified on the citation, helping the City reach its ultimate goal of voluntary compliance.

City Water Conservation Practices

While we endure this historic drought, the City will continue to promote conservation through a variety of means, including the City's web site, *Coral Springs* magazine articles and stories on the CityTV 25's monthly show, *In the Loop*. By conserving, residents and business owners can save money on their water bill, help extend the life of the Biscayne Aquifer, prevent the need for a more expensive alternative water supply, and protect the environment against excessive wastewater discharges to the ocean.

Our goals are to:

- Support our aging neighborhoods through codes and code enforcement, and neighborhood partnerships that encourage healthy and vital neighborhoods, free of crime and decline
 - Communicate and partner with neighborhood groups to encourage the preservation of aesthetics.
- Preserve and treasure our Environmentally Sensitive Lands, while making them as accessible to citizens and students as good stewardship will allow.
 - Advocate for conserving our limited water resources by instructing citizens in water conservation practices.
- Enhance the City's tree canopy by educating homeowners in proper tree selection and placement.
 - Promote the concept of "green development" in our community to encourage development which protects and sustains our environment and limited natural resources.





Youth Development & Family Values

Youth and family are the cornerstones of our community, and the City seeks to build strong ties through initiatives promoting values, traditions, a shared community vision, and personal health and safety outreach.

Teen Citizen Police Academy

As an extension to the Citizen Police Academy, the Coral Springs Police Department hosted its first Teen Citizen Police Academy in summer 2007. This academy affords Coral Springs teens an opportunity to learn about the role and functions of the Police Department, while fostering better communication between youth and police. The academy also gives young people considering a career in law enforcement an invaluable introduction to the latest in public safety programs and technology.

Web Site Resource for Parents

The Coral Springs Police Department recently launched an online, interactive Public School Safety Forum at coralsprings.org for parents and students to discuss issues and concerns about school safety with School Resource Officers. Each of the public schools in Coral Springs has its own dedicated area for people to post their questions or ideas. The Police Department monitors and responds to posts, creating a community dialogue.

Drowning Prevention

The Coral Springs Fire Department received a grant from the Florida Department of Health to fund a drowning prevention education program. This grant, along with a \$5,000 contribution from Coral Springs Medical Center, will help fund the campaign to promote pool safety through brochures, public service announcements in multiple languages, a web site and community presentations.



Teen Car Club

This successful program touched a niche population wanting to be heard. ProjectCS is a group of nearly 100 dedicated local teens who want to customize Police-confiscated cars. The club is more than just turning wrenches, as it involves design, finance, publicity and, most important, the fostering of relationships between the City and our teens, parents and businesses.

Our goals are to:

- Promote youth involvement in leadership opportunities through the City.
- Increase youth leisure, cultural and recreational opportunities through partnerships.
- Explore and encourage internship opportunities for teens.
- Strengthen our community by supporting the needs of families of all kinds.
- Promote positive outlets for youth during after-school and evening hours.



Senior Programming

The City is dedicated to creating a Community for a Lifetime by embracing senior needs within Coral Springs. The Seniors vs. Crime office at the Police Department is staffed by volunteers and educates and helps seniors with consumer fraud issues. Senior programs also include computer and fitness classes, local bus transportation, and an active Senior Advisory Committee.

Focus on our Youth

The City reaches out to its youth through many avenues, which is why Coral Springs has been honored as one the America's Promise 100 Best Communities for Young People for the third year in a row. The City distributes at-risk grants to local schools and non-profit organizations; has in place a Student Advisory Council; and offers award-winning Police and Fire Explorers programs. There also are outdoor concerts and movies for teens, the CSTEens.com web site geared toward local teens, and the CSTEensUndecided.com web site that guides students toward school and career choices that are right for them.



Performance Measures

Fiscal Year 2007	Goal	Actual
Number of youths involved in City-sponsored leadership opportunities	2,000	3,059
Number of teen volunteer hours donated to the City	11,000	21,817
Number of middle school after-school programs offered	13	14



WorldFest

The Coral Springs Multi-Cultural Advisory Committee hosted the first WorldFest in 2007, giving residents the opportunity to travel all around the world without even leaving the City. The festival featured live entertainment, cultural foods, craft booths and activities for children.

WorldFest was such a success that it has become an annual event.

Youth Unity Programs

UniKids, UniTeens, and UniTown are three special events that give youth of all ages a chance to experience and embrace diversity in their community. The programs are geared toward elementary, middle and high school students respectively and teach values of citizenship, friendship and racial harmony.



Performance Measures

Fiscal Year 2007

	Goal	Actual
Minority residents who feel that the City is a great place to live (City Survey)	82%	81%
Citizen rating of City Government for respecting religious and ethnic diversity (City Survey)	92%	92%

Strength in Diversity

The City strives to honor the strength of diversity in our community through ongoing dialogue and gathering together to communicate, understand and celebrate our differences and similarities.

Study Circles

Groups of local teenagers met in a study-circle format with Customer-Involved Government Committee facilitators to discuss issues of importance to them in the community. From the sessions came the idea for a Battle of the Bands competition and a slam poetry night, both of which the City hosted this year.

International Day of Peace

City Commissioners proclaimed Sept. 21, 2007 as International Day of Peace in Coral Springs in honor of the United Nations-sanctioned event. Community members participated in such events as the Silent Peace Walks organized by the City and One Planet United on the first Saturday of every month in the International Peace Garden, located near the Coral Springs Center for the Arts.

Martin Luther King, Jr. Scholarships

Now in its 11th year, the MLK Scholarship Program has assisted more than 100 local high school students who demonstrate financial need and carry out Dr. King's teachings through their actions and words. Funding comes from the Coral Springs Community Chest, as well as contributions from community donors.

International Events at the Aquatic Complex

The Coral Springs Aquatic Complex is home to 13 of the world's top swimmers and is training many more Olympic hopefuls. This world-class facility also played host to the annual South Florida International Water Polo Tournament, which includes 60 teams from across the world. The Complex is a training destination for teams from Italy, Switzerland, Sweden France, Canada and Germany.

Festival of Eid

The National Black Caucus of Local Elected Officials of the National League of Cities recognized the hard work of the Coral Springs Eid Committee, awarding the "Muslims in America: The Truth and Misconceptions" event second place honors in its 2007 City Cultural Diversity Awards. The gathering, meant to foster stronger ties to our country's Muslim community, drew more than 100 people and highlighted Muslim culture, artifacts, foods and traditions.



Our goals are to:

- Leverage the resources that exist in our culturally diverse community to encourage innovation and creativity in solving community challenges.
- Support educational and celebratory programs which draw upon the strengths of our diverse population and which provide appropriate access for residents with disabilities.
- Support houses of worship in their attempts to foster inter-faith communication and understanding.

Our goals are to:

- Promote more effective traffic management technology to reduce current and future traffic overload.
- Encourage the creation of new greenways throughout our City to promote and connect usable green spaces.
- Encourage community walk-ability and bike-ability in order to provide safe and pleasing alternatives to using automobiles within the City.
- Partner with Broward County and MPO on public transportation opportunities & connectivity to regional systems.

Traffic, Mobility & Connectivity

As the City grows and matures, we want to promote the use of convenient and accessible modes of transportation for vehicles and pedestrians alike.

Community Bus Service

In response to high user demand, the Community Bus Service now offers Sunday service from noon to 5 PM on both routes in the City.

This successful partnership with Broward County Transit served more than 118,000 riders of all ages during the fiscal year.

Bus Shelters

In the past year, the City purchased 10 new bus shelters, bringing the total to 28 throughout Coral Springs. This project is a direct response to customer needs, as City staff hosted meetings and listened to requests from Broward County Transit and Community Bus riders, finding ways to make their wait more safe and comfortable. Additional shelters are expected to be installed where needed through 2013.

Street Indexing Signs

The City Commission, in response to a request from the Coral Springs Chamber of Commerce, approved a cost-effective street indexing signage program that will assist motorists in locating business addresses along our major thoroughfares. The City installed green address signs on existing stop signs near commercial parking lots along Sample Road from Coral Ridge Drive to Rock Island Road. Next, University Drive and Wiles Road will receive the indexing signage.

Traffic Management

Residents continue to express concerns regarding the traffic conditions on roadways. The City's Traffic Management Team actively participates in the planned implementation of major regional transportation projects, such as the University Drive extension to Palm Beach County and the improvements to Southwest 10th Street from the Sawgrass Expressway to I-95.

These future projects could greatly enhance the mobility and connectivity in Northwest Broward County.





Roadway Improvements

From traffic calming devices to roadway expansion, the City undertook several roadway improvement projects this year. Near The Walk, Northwest 28th Street is now more pedestrian friendly, with a new crosswalk safely connecting Starbucks to Barnes and Noble. University Drive and Sample Road have new dedicated right-turn lanes allowing for improved entry into the Charter School and One Charter Place, and sidewalk improvements took place along Riverside Drive and Forest Hills Drive. Other projects included intersection improvements at Atlantic Boulevard and Riverside Drive, as well as road resurfacing where needed in the City.

Performance Measures

Fiscal Year 2007

	Goal	Actual
Achieve a reduction of speed or a reduction of volume after the initial installation of traffic calming measures	Speed -10% Volume -15%	-11% -36%
Number of traffic accidents at 16 major intersections	165	123
Number of riders on intracity bus routes	110,000	118,944

Additional Accomplishments



Customer-Involved Government

- Customer service rating by our residents of 94 percent.
- Overall quality rating by our residents of 93 percent.
- Business survey overall satisfaction rating of 96 percent.
- Employee satisfaction of 97 percent.
- Communications & Marketing launched CityRadio 1670AM to provide 24-hour emergency and informational programming, and CityTV 25 can now be viewed via podcast or video-on-demand.
- Residents can submit comments, complaints and requests through our improved online CityHelpDesk.
- Coral Springs magazine is now a national award-winning publication after receiving a first-place Savvy Award from 3CMA.
- The Coral Springs Police Communications Center became the first Nationally Accredited Municipal Communications Center in Florida.



Neighborhood & Environmental Vitality

- The City's Street Tree Subsidy Program received the Best Neighborhood Program Award from Neighborhoods USA.
- The City was named the 17th safest City in the nation by Morgan Quitno Press.
- The Public Art Committee organized the second Sculpture on Sample series, and the City purchased two of the pieces for permanent display based on community input.

Youth Development & Family Values

- The quality rating for Parks and Recreation Department programs and services was 96 percent.
- The summer Kamp Kool program provided summer activities for 2,323 children.



Financial Health & Economic Development

- Our AAA bond rating was reaffirmed by all three Wall Street rating agencies.
- There were no comments in the Management Letter from our outside auditors for the 10th consecutive year.
- Financial Services received the Government Finance Officers Award, honoring excellence in financial reporting, for the 26th consecutive year. The City also received the Government Finance Officers Association Distinguished Budget Presentation Award for the 15th consecutive year.

Strength in Diversity

- 92 percent of residents say the City respects religious and ethnic diversity.
- Eleven multicultural events were held throughout the past year, bringing together more than 3,000 people.

Excellence in Education

- The Coral Springs Charter School achieved another "A" rating for the fourth consecutive year.
- More than 70 students participated in the Police Department's Safe Teen Driving program.



Traffic, Mobility & Connectivity

- The City was successful in keeping an additional north-south connector from Broward to Palm Beach County in the long-range transportation plan.

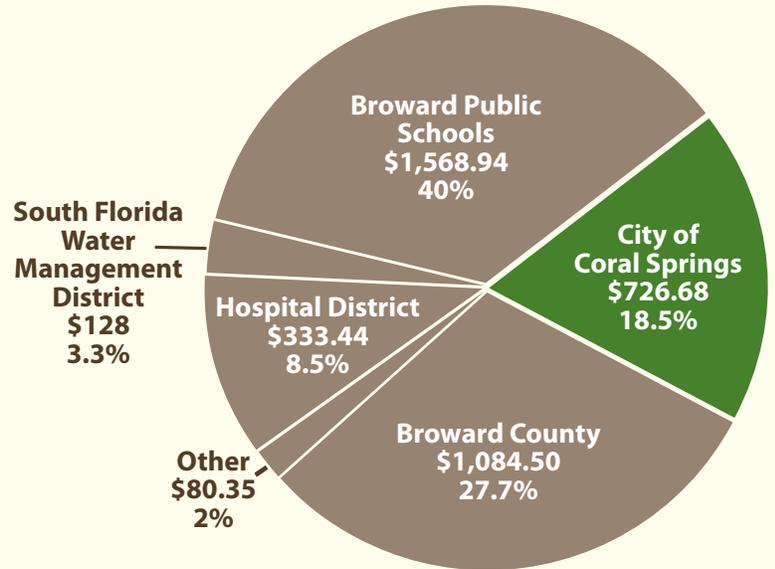
Your Taxes at Work

How much of your tax money goes to the City?

The City's share of the average tax bill is 18.5 percent.

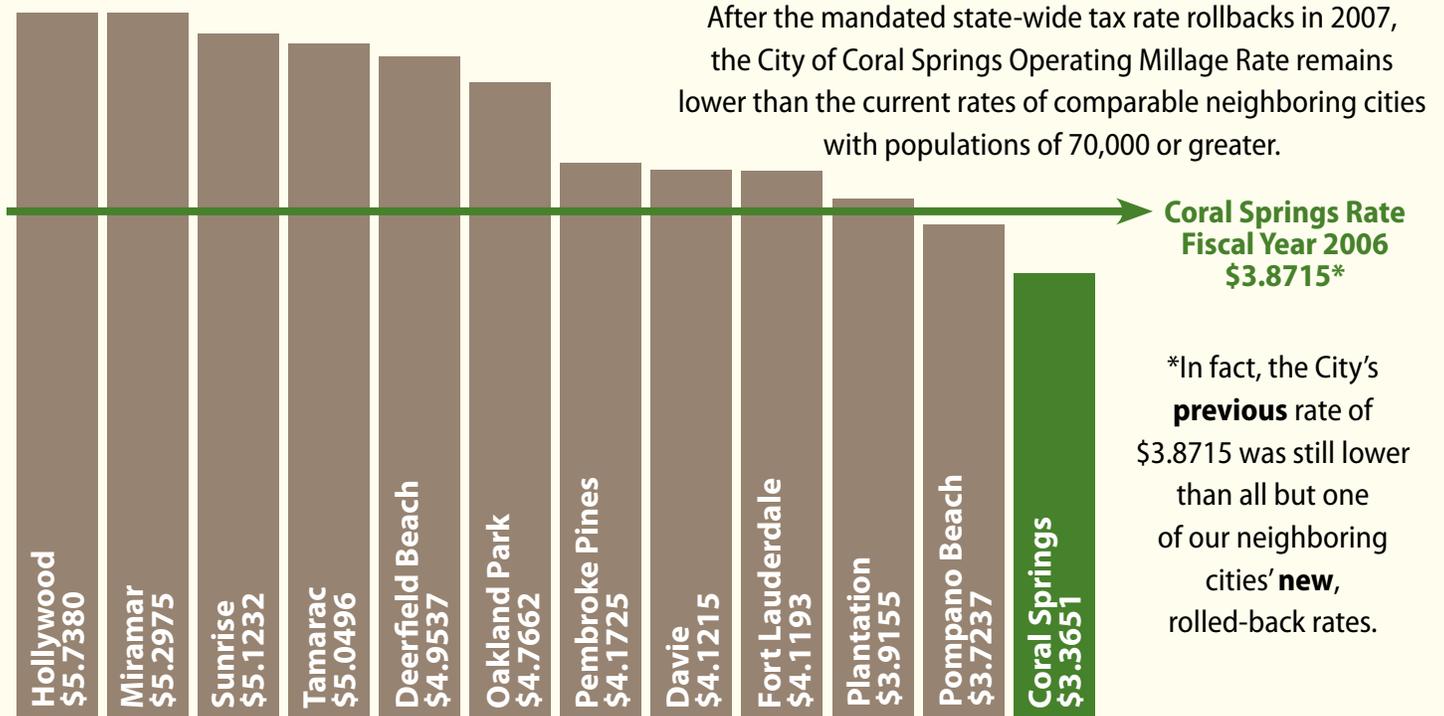
An average Coral Springs single-family home, with an assessed value of \$230,133 and eligible for homestead exemption, would pay \$3,921.92 for their total operating and debt service taxes, not including special assessments from water, fire, solid waste, or other special districts.

The majority of your ad valorem tax bill — \$3,195.24, or 81.5 percent of your total tax bill, in the example given above — goes to other service providers, such as Broward County, Broward Public Schools, North Broward Hospital District, the Children's Services Council, the South Florida Water Management District, and the Florida Inland Navigation District.



The City provides most of the government services that are closest to home for 18.5 percent of the total ad valorem tax bill, such as police, fire, emergency medical services, parks & recreation, cultural facilities, street maintenance, and neighborhood preservation.

How do taxes in Coral Springs compare to other cities?



We Invite You to Get Involved

The City of Coral Springs welcomes and encourages citizen involvement. In fact, the City relies on input from our residents to develop Business Plan initiatives for this coming year and to continually improve the services we provide. Citizens have a number of opportunities to become involved in their City government. Citizens may choose the larger, ongoing time commitment of serving on an advisory board or committee, or they may wish to occasionally volunteer their time to City departments and events.

Our volunteers are the heart of this community, and through their caring efforts have given 43,628 hours of service for the betterment of our City, including those provided by our many Board and Advisory Committee members. This saves significant taxpayer dollars.

Residents can also get involved by attending their Slice of the Springs Neighborhood Meetings. These meetings give residents an opportunity to share their ideas and concerns with City staff and work together to create real and lasting changes in their own neighborhoods. Public comments are also welcome at 7:30 PM at our City Commission meetings, held on the first and third Tuesday of every month. These meetings are broadcast live on CityTV 25 and are also available via podcast and are streamed live over the internet at coralsprings.org/citytv25. Residents may also easily offer concerns and advice through the online CityHelpDesk at coralsprings.org/help.



Special appreciation goes to all our dedicated volunteers and members of our boards and committees:

Architectural Review Committee	Multi-Cultural Advisory Committee
Board of Adjustment	Museum of Art Board of Directors
Charter School Advisory Board	National Day of Prayer Committee
Community Redevelopment Agency	Neighborhood and Environment Committee
Construction Review Committee	Parent Education Advisory Committee
Coral Springs Community Chest	Planning and Zoning Board
Coral Springs International Partnerships, Inc.	Police Pension Board
Customer-Involved Government Committee	Principal Advisory Committee
Economic Development Foundation, Inc.	Public Art Committee
Festival of Eid Committee	Senior Advisory Committee
Financial Advisory Committee	Special Events Committee
Fire Pension Board	Sports Coalition
Friends of the Museum	Sports Commission
General Employee Pension Board	Student Advisory Council
Historical Advisory Committee	Unsafe Structures Board
Holiday Parade Committee	Youth and Family Advisory Committee
Martin Luther King, Jr. Committee	

Community of Excellence



The City of Coral Springs is proud to be the first local government to receive the Malcolm Baldrige National Quality Award.

City of Coral Springs

9551 West Sample Road
Coral Springs, Florida 33065
coralsprings.org • 954-344-1000

PRSR STD
ECR
U.S. POSTAGE
PAID
MIAMI, FL
PERMIT NO. 4787