Dear Residents of Sunnyvale,

It has been a busy year for our community, and I am pleased to provide you with this annual report outlining the state of our Town.

At our strategic planning session last year, the Town Council identified three primary goals we had for the coming year. First was to enhance the quality of life for those who live and work in Sunnyvale. The second was to continually improve municipal services, and third was to preserve the character of our rural community. Throughout this document you will see examples of projects that have been undertaken to move us toward these goals.

Much has been accomplished! You will read about our efforts to start our own Police Department to enhance public safety, as well as beginning the process to add a more centrally located fire station. You will also hear from our new Town Manager, who was hired one year ago, and see an update on our capital improvement projects, including Collins Road and the Harris Addition Sewer Enhancement. Most importantly, you will read about our commitment to transparency and public involvement as well as our efforts to measure our performance.

As happy as I am to share with you what has been accomplished, I am even more excited about the work we have before us in the coming year! We will continue our focus on **Public Wellness, Public Safety and Public Infrastructure while ensuring Public Involvement. We will execute our goals in an ethical and responsible manner while practicing Prudent Financial Management.** I look forward to working hand-in-hand with you to achieve our goals.

Saji George, Mayor

![FOCUS Diagram]

- **Public Wellness**
- **Public Safety**
- **Public Infrastructure**
- **Public Involvement**
By Charter, Sunnyvale is a Council Manager form of government, which means that the Town Council is an elected body tasked with adopting the annual budget, setting policy and hiring and supervising the Town Manager, who oversees the daily operations of the organization.

The Council is comprised of six Council Members and the Mayor who are all elected at-large and serve for staggered two-year terms. Council elections are held in May each year.

Vision:
A growing community of closely connected people fostering small town values, embracing a high quality of life and managing residential and commercial development.

Mission:
Servant leaders delivering the best community to call home.
Dear Sunnyvale Residents,

It has been a year since I was fortunate enough to be asked to join the Sunnyvale team. Although it has been a very busy year, I have enjoyed learning about the Town, the organization and getting to know everyone. There was a great foundation on which to build that had been established by the staff and leadership over many years. There are also challenges that are shared by most communities.

First and foremost is planning for maintenance of existing infrastructure – roads, bridges and water lines. These are costly undertakings that take long-term planning and prioritization. This year we took several steps toward making needed improvements and establishing a plan for the future. Our Citizen CIP Committee was instrumental in helping to prioritize our projects, and our Council took the needed steps to move projects forward. Projects such as Collins Road and the Harris Addition Sewer Project begin to address longstanding needs. We will continue with this planning in the coming year.

One of the Council’s goals is to constantly improve upon municipal service delivery. To achieve that goal, we have taken several steps, including conducting a citizen survey, establishing key performance metrics you will see throughout this document; we have grown our public participation opportunities and have added a survey on the bottom of every email we send out so that you, our customers, have the opportunity to provide feedback.

If you have ideas, positive feedback or concerns, I encourage you to reach out to me at Town Hall. My email is TownManager@TownofSunnyvale.org. I look forward to my second year at Sunnyvale and working with you!

Susan Guthrie
Town Manager

**Tax Rate**

The Town currently has a tax rate of $.04567 cents per $100 valuation.

This rate is set by the Town Council annually during the budget process and is comprised of the maintenance and operations (M&O) rate ($.03570) and the I&S (debt) rate ($.09970).

The Town’s tax rate is in the lower half of tax rates in the state of Texas.
The Town of Sunnyvale has 14 departments led by a leadership team of 13 members, including the Town Manager.

The Town has 51 full-time employees and 17 part-time employees. The number of full-time employees will grow to 66 as the new Police Department is formed.

The distribution of employees is as follows:
- Fire/EMS
- Police
- EDC
- Public Works
- IT
- Utility Billing
- Library
- Parks
- Dev. Services
- Court
- Finance
- Admin
- DSO Sergeant
- EDC Director
- Police Chief
- Public Works Director
- IT Director
- Economic Development Director
- Director of Administration
- Fire Chief
- Parks Director
- Finance Director
- Librarian
- Town Engineer
- Director of Development Services

Director of Administration
Rachel Ramsey

Police Chief
Andrew Hawkes

DSO Sergeant
Scott Evans

Public Works Director
Bryan Creed

IT Director
Joseph Yazdanpanahi

Economic Development Director
Kevin M. Pearson

Finance Director
Liz Hopkins

Librarian
Matthew Kolman

Town Engineer
Lyle Jenkins

Director of Development Services
Rashad Jackson

Fire Chief
Doug Kendrick

Parks Director
Burton Barr
The Town of Sunnyvale has an annual budget of $21 million. The budget is developed by the Town Manager and staff and is adopted by the Town Council after significant public input during September of each year.

“The budget preparation process takes several months to complete,” said Town Finance Director Liz Hopkins. “It is prepared with sincere diligence in allocating limited resources for the best benefit of the citizens of Sunnyvale.”

The Town’s budget is comprised primarily of the General Fund and the Utility Fund. Utility Fund revenues come from the sale of water and wastewater. These revenues are utilized to operate and maintain the water and wastewater distribution systems. General Fund revenues are primarily derived from property and sales tax revenues, along with fines and fees, and fund most other operations, including Fire, Police, the Library, Parks and Streets.

In 2018 and in 2019, the Town has been awarded the Distinguished Budget Presentation Award and the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association.
Fire Department opens new training facility

On Oct. 5, 2019, the Sunnyvale Fire Department hosted an event to celebrate the opening of its new fire training facility. The facility was built entirely by the firefighters and was funded using donations.

“This training center is really impressive,” said Mayor George. “I am very thankful we have a group of firefighters who care enough about the Town and their profession to make this happen.”

During the event the firefighters demonstrated the jaws of life, rappelling, and extinguished a live house fire.

New fire station planned

In February 2019, the Town Council appointed a citizens committee to review all capital projects and provide feedback to the Council on prioritization.

The committee ranked the construction of a new Fire and Administration Facility as its number one project. The recommendations were captured in the 2019/2020 CIP Plan, which was adopted by Council on June 24, 2019. The estimated cost of the new facility is $5 million.

The Town issued a Request for Qualification (RFQ) on Dec. 5, 2019. A staff team comprised of the Town Manager, Finance Director, Engineer, Director of Administration and Fire Chief reviewed all proposals and scored them based upon the criteria outlined in the RFQ. Four firms were selected for interviews. Additionally, the team visited stations designed by these firms.

The team unanimously selected Komatsu Architects for Phase I of the project, which includes site selection and preliminary design. Phase I should take eight weeks to complete, and then the Town will move to the formal design process.
Sunnyvale stands up new Police Department

As an outcome of the 2019 strategic planning session, the Town Council directed staff to contract with a consultant to explore options related to police service delivery. Matrix Consulting Group was hired to conduct the analysis. Council also created a citizens committee comprised of the following individuals to provide input to the Council: Nick Sloan, Robert White, Randy Ferguson, Kelleyton Wilson Sr., Mike Jones, Debbie Geis, Stephen Pettit, and Roy Gray.

The Committee met to review options related to the delivery of police services. Throughout the course of the study, it became clear that the Town of Sunnyvale must establish their own Police Force after historically contracting out the service to Dallas County. On May 15, 2019, the Focus Group voted to recommend a Sunnyvale Police department be established. Town Council passed the ordinance creating the department on July 22, 2019.

On Oct. 1, 2019, Sunnyvale’s first police chief, Andrew Hawkes, was hired and began the process of standing up the department. Steps already accomplished include the following: writing policies and procedures, obtaining a TCOLE number from the State, purchasing fleet, purchasing officer equipment, beginning renovations on the building and starting the hiring process for the department. The goal is to have the department up and running by October 2020.

“Establishing a Police Department is a massive undertaking,” said Sunnyvale Mayor Saji George. “We have the right team in place to get it accomplished, and I am looking forward to the impact it will make in our community.”

Sunnyvale’s new Police Chief, Andrew Hawkes.
Economic Development

Town adds several new businesses in 2019

The Economic Development Department was busy during 2019 working with prospective new businesses. Several projects were completed that will add to the economic vitality of Sunnyvale, including:

- Lineage Logistics completed its $50 million, 94,000 square foot expansion and will add 30 jobs.
- QuikTrip opened its new 4,840 square foot store and had one of its best performing openings to date.
- Kearney’s Feed Yard opened and has since grown its operation to include both lunch and dinner service.
- Sunnyvale Park Center obtained its certificate of occupancy in December and has or will be adding several businesses in the complex. They include: Settler’s Table Restaurant, Hope Coffee Shop, Reunion Title, Legow CPA, Mayes Media Group, Salser Development Group, The Nutrition Hub and Edward Jones Financial Advisors.
- Chick-Fil-A closed on its property at US 80 and Collins Road.
- Panda Express began construction on its new restaurant at US 80 and Collins. They expect to open in early February.
- The Sunnyvale Medical Plaza along US 80 obtained its certificate of occupancy and is open for business with three new medical offices.

“It has been exciting this year seeing all the new development coming to Sunnyvale,” said Mayor Saji George. “We hope all the residents of Sunnyvale will be sure to support these local businesses.”

Actual General Fund Sales Tax 1%

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Town adds new events

In 2019, the Town of Sunnyvale hosted several events to enhance community involvement and strengthen the quality of life. Events that are longstanding, like SunnyFest, the Christmas Tree Lighting and National Night Out were expanded. New events were also added.

The Town held its first Veterans Day recognition by inviting veterans to the Council meeting and presenting them with a Town of Sunnyvale Veterans Challenge Coin. The Cub Scouts presented the colors and the Daybreak Choir from Sunnyvale ISD performed patriotic songs.

On Thanksgiving Day the Town’s first annual “Fast and Furriest Turkey Trot” was held early in the morning. Despite the rain, more than 100 runners participated in the 5k or one mile run. Proceeds from the shirt sale benefited the animal shelter. The first 100 runners also received a commemorative medal.

The annual tree lighting was greatly expanded this year also. The event, “Christmas Express,” featured live reindeer, a cocoa and cookie bar, gingerbread house contest, an art project, photos with Santa, the tree lighting and the showing of The Polar Express on a big outdoor movie screen on the back lawn. The Sunnyvale ISD Sixth Grade Choir also performed.

“It was great to see everyone out enjoying these special events,” said Mayor Saji George. “We have even more things planned for the coming year.”

Events committee launched

In an effort to continue to grow the quality and number of special events, the 4B and Council created an events subcommittee. This group of volunteers meets monthly to select and plan special events. Currently they are working on a community wide health fair and walk, a Memorial Day picnic, expanded Fourth of July activities and Earth Day. If you have interest in joining this committee, please contact PublicRelations@TownofSunnyvale.org.
Let there be light!

In 2019, the 4B and the Parks Department finished installing lighting at Vineyard Park. A total of eight light poles with 16 LED light fixtures were installed at a cost of $76,378.

The lights will allow for the use of the fields after sunset until 9 p.m. The lights are operated with a key pad timer, which allows users to turn the lights on for three hour intervals.

“The newly installed lighting at Vineyard Park will help extend practice opportunities for our local sports teams,” said Parks Director Burton Barr. “By placing the light poles along the perimeter of the facility, the fields can be setup in multiple configurations which allows flexibility to the users.”

Town undertakes new Parks Master Plan

In 2019, the 4B and the Park’s Department put out a Request for Qualification for the Town’s parks, recreation, trails, and open space master plan. A total of five proposals were received and finalists were determined. The plan will help identify current and future community parks and recreation needs as the Town continues to grow.

“As it relates to the parks system, I am anxious to see what the citizen engagement data tells us,” said Parks Director Burton Barr. “This type of information gathering has not been performed on this level since 2008.”

Having an updated parks master plan helps the Town remain competitive and viable for grant funding opportunities. However, the plan will only be valuable if it reflects the desires of the community. Many opportunities will be provided for public input - so be sure to make your voice heard!

Planning for Glazer

The Town of Sunnyvale held a public meeting to gain feedback about the Glazer property on April 25, 2019. Purchased in 2017, the land is home to 22 privately boarded horses.

More than 50 residents attended the meeting to share their thoughts on the future of the property.

Overwhelmingly, the residents shared they would like to see the horses remain on the property as it demonstrates the rural character of the community.

In January, the Town Council met with the 4B in a joint meeting to award a contract to Halff Associates to begin preliminary design work for a new barn for the property.
Summer Reading Program a success!

During the summer of 2019, the Sunnyvale Library held its annual Summer Reading Program, targeting students on summer break looking to continue to read.

The program featured a wildly successful, weekly crafting program, an exciting author event with local author Angela Henderson, and embraced the annual theme of “A Universe of Stories” to help encourage readers to explore the solar system, the world around them, and more! More than 54 youth participated in the annual program.

Be watching for more information on the 2020 Summer Reading Program, “Imagine Your Story,” which will be focused around fairytales and folktales.

The Library was also honored to help the Friends of the Sunnyvale Public Library host an exciting fundraiser concert, featuring the K3 Sisters Band, which generated funds to help the Library replace its aging children’s non-fiction section.

Sunnyvale is blessed to have a local Library with a collection of more than 48,000 items—due largely to the efforts of the Library’s namesake, Doris Padgett.
Town begins construction on Collins Road

In August 2019, the Town of Sunnyvale began construction of Phase I of Collins Road with an official groundbreaking ceremony.

This $8.1 million project is funded in part by a grant from Dallas County.

The project is 0.9 miles in length and will transform the road from a two-lane asphalt road to a four-lane divided concrete thoroughfare with sidewalks. Additionally, a roundabout will connect Tripp Road to Collins. The project begins at US 80 and extends north to Tripp Road.

The project is expected to be complete in the summer of 2020.

“The Town is already in the planning stages for Phase II of Collins Road, which extends from Tripp Road to Town East Boulevard and will likely include a new traffic signal at Town East,” said Town Engineer Lyle Jenkins. “We anticipate issuing an RFQ for the design of the next segment in early 2020. This makes us more competitive for grants if the project is shovel ready.”

Construction on SH352 to start in 2020

Reconstruction of SH 352, which is a continuation of Collins Road on the south side of US 80, is expected to begin in the summer of 2020. This project will result in four concrete through lanes of traffic and provide for a center turn-lane.

This project is funded by TxDOT, except for the relocation of Town of Sunnyvale water lines, which were funded by the Town of Sunnyvale at a cost of $722,000.

The Town of Sunnyvale is almost 16 square miles and has 64 miles of road.
Construction of new homes in Sunnyvale outpaced that of 2018 in eight out of 12 months in 2019. February and September were the busiest months with 20 and 18 new permits issued, respectively.

However, the slowest months of 2019 were October, November and December, which were down, cumulatively, 13 new permits.

The overall number of inspections has grown significantly year-over-year, primarily due to an increase in large commercial projects that require a higher number of inspections. On average building inspections are provided the next business day after requested.

“Our goal is to be able to provide quality inspections quickly so the project is not delayed,” said Chief Building Official Doug Key.

Four new phases of Stoney Creek have been submitted and approved in 2019.

2,606 building inspections were conducted in 2019. Sunnyvale has one Chief Building Official who performs inspections and plan review.
In February 2019, the Town Council appointed several Town residents to serve on a Capital Improvement Plan (CIP) Committee to make recommendations for prioritizing projects identified by Town staff. The committee established a ranking methodology that was applied to dozens of proposed projects. The committee met several times to learn about the projects and toured the Town to better understand the competing needs.

Ultimately, the committee voted to prioritize the following projects, which were later adopted by the Council as the 2019/2020 CIP plan.

**Projects:**

- **#1 Fire Station and Possible Animal Shelter:** $5.75 million
- **#2 Drainage Projects:** $6 million
- **#3 Design of Collins Road Phase II from Tripp to Town East Boulevard:** $450,000

To bring these recommendations to fruition, the Town Council voted to issue certificates of obligation in December 2019 to construct improvements to the drainage system, including a new culvert under Tripp Road, and to design the next phase of Collins Road. Staff applied for a grant through Dallas County for the construction of this portion of Collins. Additionally, Town staff issued an RFQ for the pre-design of a more centrally located fire station in December 2019.

**Roadways improved in 2019**

In 2019, both Nance Road and South Jobson Road were resurfaced through a Project Specific Agreement (PSA) with Dallas County. The Town pays for approximately half of the cost of the project under the agreement.

**Capital Improvement Committee makes recommendations**

CIP Committee participating in a ranking exercise.

**Tax Supported Debt Comparison**

The Town of Sunnyvale has a “AA” S&P Bond Rating.
Committed to service

The Sunnyvale Animal Shelter is committed to providing compassionate care to lost animals until they find a forever home or their owners claim them. While the shelter is small, it does allow the staff the privilege of giving each animal individual attention and to truly treat each pet as if it were their own.

The Town’s Animal Control Officers have many years of training and experience and are there to help find a peaceful resolution to any animal conflict that may arise.

In 2019, the Animal Shelter cared for 177 animals, and the average length of stay was 27 days.

“We have a great group of volunteers that willingly help with adoption events; We are thankful for their dedication to the Animal Shelter,” said Animal Control Officer Frank Locke.

The Animal Shelter is open seven days a week from 1-4 p.m. or by appointment.
Citizen committees guide major decisions for Town

In addition to established boards and commissions, several citizen committees were appointed by the Town Council during 2018/2019 to help guide decision making for the Town and to make recommendations to the Council.

“The issues we were facing had serious impact on the future of the community,” said Mayor Saji George. “We are very thankful to these citizens who took time to learn about these issues and provide guidance.”

First, a committee of nine worked to amend the Town’s charter. These recommendations were placed on the ballot in November 2018 and adopted by voters. Committee members included: David Byrd, Don Griffin, Jack Kirkland, Mark Egan, Bob Johnson, Peter Muhl, Linda Gooch, Warren Kampmeier and Nathan Shackelford.

Next, a committee was appointed to review the Town’s ethics policy. The committee recommended many changes adopted by Council on May 13, 2019. Committee members included: Charles Anderson, Ernest Burton Jr., Mark Egan, Mark Eldridge, Lon Hickman, Karen Hill and Emery Powell.

A committee was also appointed by Council to assess the need for a Town Police Department. The committee recommended moving forward with launching a department. Committee members included: Debbie Geis, Kelleyton Wilson Sr., Mike Jones, Randy Ferguson, Roy Gray, Robert White, Ryan Finch, Nick Sloan, Stephen Pettit and Thomas Latham.

A CIP committee was also formed in early 2019 and ultimately recommended projects the Town Staff is implementing, including drainage projects and a new Fire Station. Committee members included: Andrew Harper, Anthony Farmer, Chris Lawless, Cindy Bornowski, Don Griffin, Doug Williams, Kevin Clark, Lyndon James, LeAnne Williams, Ryan Finch, Teresa Bruszer and Todd Ranta.

Committees were also formed to review Code Enforcement, assess options for the Glazer property, to help with special event planning, and to promote the upcoming census.
Committed to transparency

The Town of Sunnyvale is committed to enhancing transparency. The Town utilizes several tools to communicate with our constituents, including a bi-weekly e-newsletter, a bi-monthly printed newsletter mailed to residents’ homes, press releases, the website, public meetings, committees and social media.

Social media has a great potential to reach those within the community as well as those outside of the community. The ability to “share” posts allows for the reach of our message to be amplified. In turn, this grows the network of followers.

Social media is a critical component when used for public safety, emergency communications and event promotion. At the Town of Sunnyvale, we strive to provide continuous updates to all platforms of social media we currently utilize, including Instagram, Facebook and Twitter.

The Town also utilizes an emergency alert system to notify residents of critical situations such as a tornado.

“We strongly encourage residents to enroll in our alert system by going to our website,” shared Town Manager Guthrie.
Key Contacts

Animal Control:  
(214) 862-4525

Building Inspections:  
(972) 203-4188

Economic Development  
(972) 203-4154

Development Services:  
(972) 203-4188

Engineer:  
(972) 203-4115

Finance:  
(972) 203-4125

Human Resources:  
(972) 203-4157

Library:  
(972) 226-4491

Municipal Court:  
(972) 203-4144

Parks:  
(972) 203-4172

Permit Tech:  
(972) 203-4188

Police (Non Emergency):  
(214) 749-8641

Public Works:  
(972) 203-4181

After Hours Water Emergency:  
(972) 251-0567

Town Hall:  
(972) 226-7177