



# Champion Great NEIGHBORHOODS

QUARTERLY UPDATE FY2018

VOLUME 4, ISSUE 4

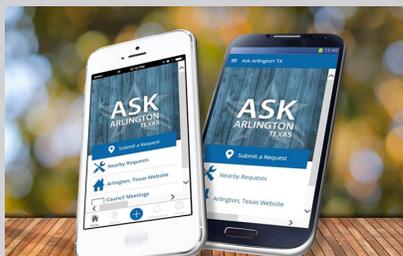


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## Top 10 Ask Arlington App Requests

1. Locate a Water or Sewer Line
2. Unkempt Property
3. Overgrown Weeds and Grass
4. Nuisance Vehicle
5. Streetlight Burned Out
6. Loose Animal
7. Abandoned Vehicle on Street
8. Barking Dog
9. Deceased Animal
10. Parking in the Yard



## Arlington Code Compliance Officer Hailed for Actions During a House Fire

May 14, 2018 started as a routine day working in the field for Code Compliance Officer Gabriel Sanchez. Today, the Marine veteran and 10-year Arlington employee is hailed by his Code comrades as the West Side Hero.



During scheduled code activities, Sanchez heard a loud crash, and smoke began rising – a house was ablaze. Sanchez quickly checked the home and alerted the neighbors to evacuate the area. As the fire grew, onlookers began crowding around and Sanchez worked to clear the area so that the Fire Department was able to navigate five fire trucks close to the home.

Sanchez was presented a Letter of Commendation from Fire Chief and Director of Emergency Management Don Crowson on June 11, 2018 for his “quick and decisive actions to move the cars and crowd to ensure the safety of onlookers and allow access for fire units” .

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# Highlights

## New 'Meet the Neighbors' Episode Highlights La Frontera



With pizza, refreshments and games, the residents in La Frontera recently held a Friday night block party to strengthen and celebrate the sense of community in their southeast Arlington neighborhood.

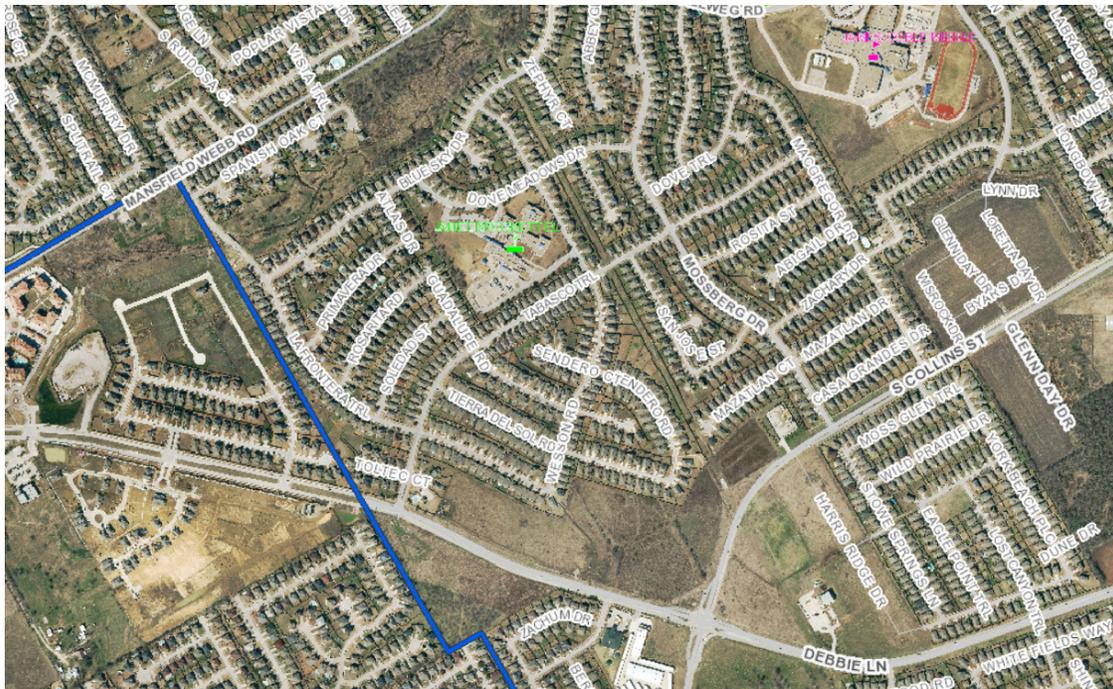
The City of Arlington even pitched in, bringing out its Block Party Trailer to provide the residents with the supplies they needed for a successful gathering. The trailer, available for free to registered neighborhood groups, is filled with picnic tables, ice chests, water coolers, street barricades, chairs, and other party supplies.

"Block parties are a great way for our neighborhoods, such as La Frontera, to meet in a casual, fun setting. We love to see Arlington families connect and come to care for each other as well as for the overall health and vibrancy of their neighborhoods," Senior Planner Sarah Stubblefield said.

During the party, residents talked about why they love their diverse, growing community, which is located near amenities such as Webb Community Park.

"The people are just good people," said Joram Greber, who has lived in La Frontera for about six years. "We have get-togethers and barbecues. People are just friendly. You like being in that type of community."

The City of Arlington is proud to feature the La Frontera Homeowners Association in this month's episode of Meet the Neighbors, a regularly scheduled web and video program that spotlights neighborhoods large and small across The American Dream City.



La Frontera Neighborhood is located in southeast Arlington, generally near Mansfield Webb Road and Debbie Lane

# Updates

## Arlington Police Officer Receives AISD Volunteer of the Year Award

The Arlington Police Department's Coach 5-0 program is taking action to make a difference for high school students in AISD. Officer Cody Adams has been working as a mentor with the Sam Houston High School football team and was honored for his efforts.

Adams was named the 2018 AISD Volunteer of the Year at the Tom Vandergriff Night of Champions dinner.

Adams is a regular at Sam Houston High School, helping the kids at practice, when they are in the gym lifting, and during other team activities. Adams' impact on the players of Sam Houston as a mentor has been significant on and off the field.

"He's been able to make a big impact with our football team and with our kids,"

said Sam Houston head coach Anthony Criss. "He's worked out with them and been able to show them there's a human being behind the uniform. Officer Adams has shown them there's so much more to life and how to act in our community. He's been a such a big part of our program and meant so much to our kids."

Always humble, Adams says that connecting with the players at Sam Houston has been a small way to give payback to the community.

"Everyone has had some type of help to make it along the way. I feel blessed for the opportunity to pay it forward in the community," he said.

The award was presented by the Arlington Athletics Hall of Honor Foundation.



From L to R: Coach Criss, Emmanuel Malek, Eric Bradford, Officer Adams, Jacob Rios, Pedro Holguin, Omar Darame and Chief Will Johnson.

## Arlington Fire Department Upgraded to ISO 1 Rating from Insurance Service Office



Arlington joins the top 1% of communities in the U.S. for excellence in fire protection. In 2017, AFD participated in an ISO assessment. The resulting score was 95.67 (ISO 1) as compared to the 2007 score of 84.40 (ISO 2). The new ISO 1 rating became effective March 1, 2018.

ISO ratings are used by most insurance companies to predict and analyze risk when generating insurance premiums. Fire departments are evaluated and classified every 10 years by the Insurance Service Office (ISO), an insurance industry risk management firm, using a Public Protection Classification (PPC) program. Scores range from 1-10, with 1 as the top score.

Arlington residents and business owners should share the new rating information with their insurance providers at the time of renewal to potentially save on insurance premium costs.

# Neighborhoods By The Numbers

Each quarter, the Champion Great Neighborhoods newsletter will feature performance data for the City's most critical neighborhood services departments. This quarter includes data from April to June 2018. The Police, Fire, and Code Compliance Departments strive to meet and exceed responsiveness goals to provide Arlington citizens exemplary service for an improved quality of life within each Arlington neighborhood.

## POLICE



Number of Dispatched Calls to Police: **32,671**  
Number of Self-Initiated Calls to Police: **16,150**

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Average Response Time (Emergency Priority): **6.59 minutes**  
Average Response Time (Priority 1): **9.78 minutes**

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Number of Volunteer Hours: **8,814**

## FIRE



Number of Fire Calls for Service: **15,293**  
Percentage of 911 Calls Answered in 10 sec. or Less: **88.4%**

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Average Response Time: **4.93 minutes**

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Number of Fire Prevention Business Inspections: **2,989**

## CODE COMPLIANCE



Number Code Inspections Complete  
(not including Multi-Family): **15,072**

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Average Number of Days from Initial Complaint  
to First Action: **1.65 days**

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Animal Services Live Animal Release Rate: **77%**