



City of Irving

YEAR IN REVIEW

2008

Many positive changes continue to take shape and provide enhancements to the Irving community. New initiatives and processes ensure a more focused, productive and results-driven organization.

Emphasis placed on eight key focus areas—designated by City Council and residents—has resulted in several achievements. From public safety to economic development, code enforcement to capital improvements—the City of Irving has experienced results in all of the key focus areas to move the city forward and make it a better community for residents, visitors and businesses.

Here is a look at some of the accomplishments of 2008.

Key Focus Area Results

Economic Development

The city is focusing on **transit-oriented development** along the planned rail corridor, and is working with developers on a number of projects such as Water Street, the Irving Convention Center, Las Colinas Station, Heritage Crossing and the redevelopment of Texas Stadium.

Heritage Crossing

- ✓ Drafted design guidelines
- ✓ Acquired/under contract 73 properties
- ✓ Identified first projects totaling \$35 million

Water Street

- ✓ Approved Master Development Agreement
- ✓ Authorized sale of bonds to begin lake reclamation and lake wall construction

Entertainment Venue

- ✓ Approved Master Development

Agreement

- ✓ Authorized sale of bonds to proceed with architectural design

Texas Stadium

- ✓ Broke ground for Diamond Interchange to reconstruct State Highway 114 and Loop 12
- ✓ Prepared transition plan with Dallas Cowboys on all stadium issues

Las Colinas Station

- ✓ Passed resolution to direct staff to negotiate public finance participation to facilitate construction of the two high-rise residential towers adjacent to the planned DART Orange Line station

Irving Boulevard

- ✓ Completed study and implementation plan to transform Irving Boulevard to a regional amenity



Code Enforcement

Several code enforcement ordinances and processes have been enhanced to **increase standards** and the number of tools available for enforcement. These efforts help maintain the physical appearance of the city and ensure **stable property values**. Code Enforcement was aligned under the Police Department in Fiscal Year 2007-08. This reorganization has yielded several benefits as code officers have established close working relationships with police and have combined code enforcement efforts with police initiatives.

- ✓ Removed 75 **pole signs** along major corridors
- ✓ Resolved more than 14,000 code cases
- ✓ Retrieved more than 10,000 **temporary signs**

- ✓ Increased **tire shop enforcement** – 100 of 107 tire shops now in compliance
- ✓ Reduced **parking enforcement** cycle time from 14 to 2 days
- ✓ Corrected 83 percent of code violations voluntarily
- ✓ Utilized community service workers for more than 900 work hours at approximately 60 locations
- ✓ Enabled code enforcement officers to enter data electronically in the field



Capital Improvements

Placing emphasis on infrastructure, the city has \$130 million in capital improvement projects currently under way, with an additional \$35 million in capital improvement projects proposed for Fiscal Year 2008-09. In 2006, Irving voters approved \$335 million in general obligation bonds to fund **capital improvement projects**. This is in addition to the \$114 million of remaining authorized funds from the 1999 bond election. Funding supports the reconstruction and expansion of major thoroughfares and new parks, libraries, fire stations and other infrastructure.

- ✓ Dedicated the Northgate Pump Station to enhance water service to east and south Irving customers
- ✓ Opened several **new facilities**:
 - Valley Ranch Branch Library
 - Cimarron Family Aquatic Center
 - Lively Pointe Youth Center
- ✓ Completed Railroad Quiet Zones
 - BNSF at Union Bower Road, Britain Road, Pioneer Drive

- TRE at MacArthur Boulevard, Rogers Road, Irby Lane
- ✓ Finished 20 capital improvement street projects, totaling more than \$16 million
- ✓ Broke ground on new, state-of-the-art animal shelter
- ✓ Continued improvements to Grauwylar Road
- ✓ Continued landfill improvements to extend lifespan
- ✓ Continued **park development** in Campión Trails greenbelt
- ✓ Completed study to preserve the integrity of the Lake Chapman pipeline and ensure proper operation
- ✓ Finished park design for ADA Playground and Miracle League Field
- ✓ Completed design and awarded construction contract for second phase of Veterans Memorial Park
- ✓ Completed new master plan for **future library construction**; design in progress for a new Northwest facility



Public Safety

Work continued to enhance public safety efforts through police, fire and animal services. Irving will experience a further decrease in the **crime rate, which reached a new historic low** in 2007. Fire officials implemented new life-saving equipment, while animal services enhanced its processes and customer service efforts.

Police

- ✓ **Reduced overall crime** rate
- ✓ Reduced property crime below the five-year average
- ✓ Increased new officer recruit hiring by 120 percent
- ✓ Reported **criminal offenses down** 70 percent on Tudor Lane; crime down by 45 percent in targeted apartments in Walnut Hill area
- ✓ Prohibited handheld phone use in school zones
- ✓ Expanded Skywatch towers to a total of seven
- ✓ Received grant to help address gang crime and related issues

Fire

- ✓ Enhanced Emergency Medical Services through the following:

- Bike and Tactical Paramedic Program – reduces **response time**
- Electronic Patient Care Reporting System – increases reporting efficiency
- Alignment of Health Board – promotes **effective communication**
- Additional ambulance unit into service at Station No. 7
- ✓ Purchased **fire rescue boat** and increased staffing at Station No. 8
- ✓ Enhanced cardiac survival rate; highest rate in the Metroplex
- ✓ Added **paramedic fire engines** at Station No. 1 and Station No. 11

Animal Services

- ✓ Implemented pet registration to ensure **quick return of pets**
- ✓ Adopted new tethering ordinance
- ✓ Reduced dangerous animal process from 60 days to 21 days
- ✓ Began construction of **new animal shelter and dog park**
- ✓ Retrofitted vehicles to include air conditioning in the animal cages
- ✓ Installed new software system to enhance record keeping, increase productivity and **improve service** to residents



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Neighborhood Improvements



Intensified focus is **strengthening Irving neighborhoods**. This effort involves all city services, working in partnership with community stakeholders in a comprehensive manner to affect **positive change** and improve quality of life for neighborhoods.

- ✓ Completed first **Neighborhood Enhancement Program** in Austin Heights
 - Formed neighborhood association
 - Hosted trash cleanup day
 - Made drainage/sidewalk improvements
 - Added parking and traffic control signs
 - Completed English Street reconstruction
- ✓ Established Housing and Human Services/Code referral process and cross training program
- ✓ Built 10 new homes
- ✓ Completed 26 **home restoration projects**
- ✓ Provided down payment assistance to 21 first-time homebuyers

- ✓ Assisted more than 70 families displaced from Vista Del Lago apartment complex
- ✓ Helped more than 10 families with foreclosure prevention
- ✓ Aided 136 households in homelessness prevention
- ✓ Served more than 3,000 people through funded nonprofit service agencies
- ✓ Provided funding for 12,961 shelter days for Irving's homeless population
- ✓ Assisted the community in providing more than 3,500 hours of **employment and education services**, as well as more than 7,700 days of childcare services and 4,720 hours of case work assistance
- ✓ Formed four **new Neighborhood Associations**:
 - High Point Estates Neighborhood Association (36 homes)
 - Heritage District Neighborhood Association (251 homes)
 - Nichols Park Neighborhood Association (488 homes)
 - Owen Point Neighborhood Association (282 homes)

Communications and Customer Service



IRVING COMMUNITY TELEVISION NETWORK



Communications and customer service have been a strong focus in the city this past year. Both internal and external **communications efforts** have been increased and several programs were implemented to improve **customer service**.

- ✓ Increased "City Spectrum" to monthly publication
- ✓ Completed a comprehensive Communications Plan
- ✓ Hosted Town Hall meetings, including one in Spanish
- ✓ Addressed and resolved more than 2,200 **resident concerns** through Citizen Inquiry System
- ✓ Expanded the time that Irving Community Television Network (ICTN) is on the air
- ✓ Introduced **new ICTN programming** and produced several special videos, including Strategic Plan updates
- ✓ Added monthly messages on on-hold phone system

- ✓ Implemented e-commerce applications
- ✓ Expanded **video on demand options** on Web site; City Council meeting videos posted by agenda item
- ✓ Surveyed employees and implemented recommendations to **improve communications** throughout the organization
- ✓ Processed more than 450 employee Eyes on Irving calls to improve the appearance of the city
- ✓ Implemented **Mystery Shopper Program** resulting in an overall service rating of 87.6 percent from nine departments
- ✓ Expanded the city's participation at school job fairs and career days
- ✓ Implemented the Big Brothers Big Sisters program with 17 employees participating in its inaugural year
- ✓ Launched electronic audio books to all customers to download books to their desktop, MP3 player or burn to a CD
- ✓ Enhanced city **Web site** to improve graphic design and navigation

A copy of Irving's Strategic Plan and more details about the city's key focus areas are available online at www.cityofirving.org, or by calling (972) 721-7600.

Corridor Enhancements

Corridor improvements are in progress to enhance **Irving's visual image and identity** by creating regional entry gateways into the city along highways and major thoroughfares. The enhancements also will establish a **unifying theme** for the city. Teams of city staff are addressing issues and projects with a comprehensive approach. This includes such items as landscaping, street/median enhancements, signage, building facades, public art opportunities, and signal and light fixtures.

- ✓ Increased the use of monument signs and updated roadways, sidewalks and signalization at several intersections
- ✓ Began construction of **gateways in progress**
 - MacArthur Boulevard and Shady Grove Road
 - MacArthur Boulevard and Weathered Street
- ✓ Completed **MacArthur Boulevard Beautification** – Phase I, landscaping along the west side of MacArthur Boulevard from State Highway 183 to Rochelle Road and the pocket park at Grauwylar Road

- ✓ Construction in progress for median improvements along South Belt Line Road and South MacArthur Boulevard. Improvements include:
 - Welcome to Irving signs
 - Tree plantings
 - Landscaped areas with native plants
- ✓ Completed a study of Irving Boulevard (Designs on the Boulevard), from State Highway 183 to Loop 12, to identify opportunities to visually enhance the area and foster **new retail and commercial development**.
- ✓ Completed the 2008 Comprehensive Plan Update, which addresses the following strategic actions:
 - Adoption of design standards for paint colors to improve neighborhood and commercial aesthetic compatibility
 - Development of a plan to transform the signage along State Highway 183

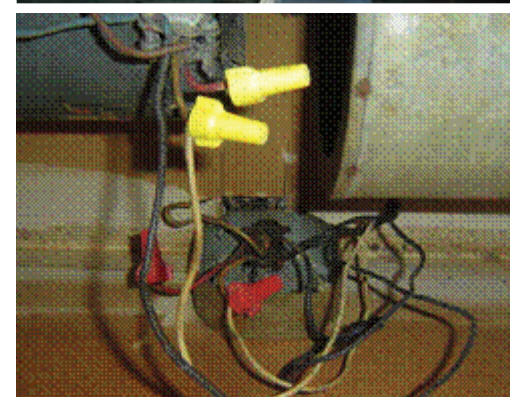


Non-Compliant Apartments

Apartment and property owners are being held accountable for substandard housing and non-compliant building conditions. This effort cleans up these properties to increase resident safety. A four-tier rating system was established for all multifamily complexes and those rated as category four, the lowest rating, were made a priority focus. Code Enforcement also has achieved **significant results** in addressing other non-compliant structures.

- ✓ **Vacated and demolished 10 fourplexes on Tudor Lane**
- ✓ **Reduced timeline of start of case to demolition by 45 days**
- ✓ **Demolitions through Code Enforcement and Building and Standards actions:**
 - 8 commercial structures
 - 23 single-family dwellings

- 4 multifamily structures
- 26 accessory structures
- 4 swimming pools
- ✓ **Demolitions for Heritage Crossing:**
 - 2 multifamily apartments
 - Reduced number of lower-tiered complexes
- ✓ **New Chapter 8 requirements:**
 - Air conditioning is now an essential utility
 - Risk rating assessments completed at time of inspection
 - Level 4 apartments are required to install heat detection systems
 - Raw sewage overflowing onto public right-of-way can cause a building to be deemed as dangerous



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