



City of Irving *City Manager's Report*

August 6, 2008

Strategic Goal No. 1: Land Use

Irving Boulevard Enhancement Study – EDAW, the city's planning consultant for the Irving Boulevard Enhancement Study, has completed the design phase of the project. The second phase begins in August and will include staff review of the progress, as well as several presentations on the following dates:

- Aug. 26 - Presentation by EDAW to the City Council Planning and Development Committee, followed by a joint presentation to the Boulevard Advisory Committee and general public
- Sept. 2 - Presentation to the Planning and Zoning Commission
- Sept. 3 - Presentation to the City Council at its regularly scheduled Work Session

Comments received during the presentations will be incorporated into the final document, which is to be presented for City Council consideration at the Sept. 17 Work Session. The completed document will describe the methods and means to achieve, structure and finance the Irving Boulevard project to transform the corridor into a future place of destination.

Strategic Goal No. 2: Vibrant Neighborhoods

Tudor Lane Update – A fourplex located at 3001 Tudor Lane was demolished on July 28. Although this demolition was ordered by the Building and Standards Commission, this property is one of several on Tudor Lane targeted as a result of the collaborative efforts between Police and Code Enforcement.

Foreclosure Intervention – The Housing and Human Services Department has been proactive in regard to a new foreclosure bill passed by the Senate as part of a solution to the enduring crisis in the housing, credit and subprime mortgage industry (www.foreclosure-support.com). Efforts to help residents save their homes by providing foreclosure intervention and debt-management counseling are under way. For more information, call the Housing and Human Services Department at (972) 721-4800.

Neighborhood Roundtable – Teresa Adrian, code enforcement director, provided 75 neighborhood roundtable attendees with a presentation on code enforcement results on July 29. Participants also had the opportunity to ask questions. The quarterly Neighborhood Roundtables, hosted by the Corporate Communications Department, allow neighborhood association officers to learn about city initiatives and what other residents are doing to enhance their neighborhoods.

Strategic Goal No. 3: Economic Development

Forward Air Relocation – Cargo carrier Forward Air Inc. will be relocating its operations to a 211,000-square-foot warehouse/office space that will be built on a 36-acre site south of State Highway 114, off Belt Line Road along Cabell Road. The company, a leader in the transportation industry, will have a separate vehicle maintenance building. Forward Air Inc. will employ approximately 115 people. The company's total investment in Irving will be nearly \$20 million.

El Pollo Regio Reopens – El Pollo Regio restaurant, located at 1105 W. Shady Grove Road, has reopened for business after a fire earlier this year. The owner participated in the city's corridor improvement plans to upgrade the intersection in conjunction with the planned opening of the North Lake College South Campus.

Property Acquired Near Texas Stadium – The 19-acre site near Texas Stadium, which currently houses the CarMax Auto dealership, has been acquired by a real estate fund. The buyer stated optimism about the location because of the future redevelopment of the Texas Stadium property. For now, CarMax will continue to be located at this site.

Largest Employers Choose Irving – Four Irving businesses were recognized by the *Dallas Business Journal* as being some of the largest employers in the Metroplex. Those businesses include: Verizon Communications, HCA, Citi and Kroger Food Stores.

Strategic Goal No. 4: Safe and Secure City

Apartment Disorder Operation – The Police Department conducted a disorder operation in the areas of Nursery Road, Willow Creek, Estrada Parkway and South Irving Heights, which resulted in 173 total contacts, 21 arrests and 22 citations. This is part of an ongoing effort to reduce crime and disorder occurring in and around apartment complexes.

Leadership Training – The Irving Fire Department sponsored a leadership training forum July 28-30 that was attended by 155 firefighters. The Principles of Leadership class was led by Chaplain Ralph L. Smith, a retired Army colonel who served as chaplain at Baylor Medical Center at Irving for 17 years. He currently teaches leadership for the U.S. Marines to Junior ROTC students at Irving High School.

Paramedic Students – Three new paramedic students graduated from the University of Texas Health Science Center at Dallas on July 11. Jeff Brown, Chuck Collins and Keith Martin will be added to the Fire Department's paramedic staff as soon as they receive state certification.

Texas Narcotic Officers' Association Award – Investigator Steve Junker was selected as the Texas Narcotic Officers' Association North Region Narcotic Officer of the Year. He was nominated by his supervisor, Lt. Michael Coleman, for the numerous high-profile cases he has been involved in with the Organized Crime Drug Enforcement Task Force. Also influencing the nomination were Junker's efforts in pursuing the evidence necessary to successfully prosecute a suspect who provided cheese heroin to a 16-year-old girl. The girl ultimately died of an overdose. Junker's achievements were recognized at the Texas Narcotic Officers' Association's annual conference.

Certified Bomb Technicians – Police Officers James Beyer and Jeff Parsons have graduated from the FBI's Hazardous Devices School at the Army's Redstone Arsenal in Huntsville, Ala. The officers are now certified bomb technicians and will be assigned to the department's Bomb Squad.

Safety Social – Approximately 10 employees and 300 residents attended a Safety Social Event on July 24 to renew certifications in the Crime Free Multi-Housing Program. Certified apartment properties participating in the event included The Brookstone, Estelle Creek, The Polaris, Sable Pointe, The Terrace and Woodmeade.

Fingerprint Identification System – AFIX, a computer-based fingerprint identification system, will provide police officers with a powerful tool to perform their jobs more effectively and efficiently. During the next three months, the system will be installed at the Irving Jail. It is used to electronically capture and store print information, providing faster retrieval, identification and comparison of fingerprints. The software includes a capture device used to digitally capture fingerprints, making them available for use in identifying a subject almost instantly.

Back to School Fiesta – The Back to School Fiesta will be held from 4 to 8 p.m. Aug. 14 at Irving Mall. The event will provide free immunizations to children returning to school. Free school supplies also will be provided to the first 400 elementary school children who receive shots.

Back to School Family Day – From 11 a.m. to 2 p.m. Aug. 16, free medical screenings and school supplies will be provided to the first 200 families attending the Saver's Cost Plus Back to School Family Day. The event will take place at the Saver's Cost Plus located at 504 N. O'Connor Road.

Strategic Goal No. 6: Effective Communications

ICTN Video Checkout – Irving Community Television Network (ICTN) has 48 programs on DVD available for checkout at all Irving library locations, as well as the Bookmobile. Checkouts for June reached a new high with 140 checkouts—an average of five DVDs a day. The most popular programs in June were: "Slappy Time Circus," "The Tooth Fairy Needs a Vacation," "Kid's Playhouse" and "Irving, TX, IT's the Place to Be, Be a Part of IT." ICTN programming also can be viewed on cable television and on the city Web site via live streaming and video on demand. Visit www.ictn.tv for more information.

Eyes on Irving Summer Sightings – To provide an even higher level of customer service to Irving residents, a special Eyes on Irving Summer Sightings campaign is in full swing. City employees who call in items to the tip line during the month of August are eligible to win prizes. This month, employees are asked to be on the lookout for abandoned grocery carts and graffiti, but also are encouraged to report on the usual issues such as damaged signs, overloaded dumpsters, and high grass and weeds. Eyes on Irving helps the city provide a quicker response to needed services. Since the program inception last November, employees have reported close to 300 issues.

Community Outreach – Solid Waste Services staff was featured on a segment of Irving Community Television Network's (ICTN) "City Source" to provide tips for residents on waste, how to's for special wastes and safe disposal of potentially dangerous materials such as broken glass. In addition, Fran Witte, recycling supervisor, and Karen Harmon, chair of Irving's Green Advisory Committee, appeared on ICTN's "Open Line" talk show. They discussed products made from recycled and organic materials as part of Irving's continuing efforts to go green.

Strategic Goal No. 7: Cultural, Recreational and Educational Environments

New Book Clubs – The Northwest Branch Library, 2928 N. Belt Line Road, will launch its African-American Authors Book Circle, at 10:30 a.m. Aug. 23. Readers are asked to bring their favorite book by an African-American author for the first discussion. The Valley Ranch Library, 401 Cimarron Trail, will begin a new fiction book club at 7 p.m. Aug. 28, and will meet the fourth Thursday of every month thereafter. For more information, call the Northwest Branch at (972) 721-2691 or the Valley Ranch Library at (972) 721-4669.

Leyendo Juntos – The East Branch Library, 440 S. Nursery Road, will host a Leyendo Juntos (Reading Together) program at 2 p.m. Aug. 23. Families are invited to listen to Spanish-language stories. Children under 8 years of age must be accompanied by a guardian. No registration is required. For more information, call (972) 721-3723.

An Evening with Sam Houston – Southwest Branch Library, 2216 W. Shady Grove Road, will present an Evening with Sam Houston at 7 p.m. Aug. 19. The legendary Sam Houston will share stories of his extraordinary life as one of Texas greatest and most influential men. The program is free, and no registration is required. For more details, call (972) 721-2546.

Alamo Images: Changing Perceptions of a Texas Experience – The Irving Public Library, in partnership with Humanities Texas, will present Alamo Images from Aug. 11-23 at the Southwest Branch Library, 2216 W. Shady Grove Road. Alamo Images are drawn from historical documents, paintings, sketches, cartoons, comic books, television and movie interpretations. Tours are free, and no registration is required. For more information, call (972) 721-2546 or visit www.cityofirving.org/library.

Annual One-Act Play – More than 150 children representing local recreation centers performed in six one-act plays at the annual One-Act Play Competition at the Irving Arts Center. In addition, the Cimarron Park Recreation Center Show Biz Kids provided entertainment. Senter Park Recreation Center won the Best Play award. Northwest Park Recreation Center received second place in the Best Play category and Lee Park Recreation Center received third place in the Best Play category. Awards also were presented for best male actor, best female actor and best supporting actors. More than 500 people attended the production.

Senior Idol Talent Show – The third annual Senior Idol Talent Competition will take place at 7 p.m. Aug. 22 at the Heritage Senior Center Ballroom, 200 S. Jefferson St. Contestants must be at least 50 years of age. The competition will feature vocalists, dancers, comedians, jugglers, musicians and more.

Strategic Goal No. 8: Sound Governance

On-the-Spot Awards – The following city employees have received On-the-Spot Awards from City Manager Tommy Gonzalez for providing outstanding service to their customers and/or working beyond their normal job duties. They are: Michell Adams (Corporate Communications), Melissa Baker (City Manager's Office), Justin Boyette (Information Technology), Gaylon Curry (Strategic Resources and Budget), Carol Danielson (Library), Garry Fennell (Public Works/Engineering), Christine Hadley (Planning and Inspections), Shelia Hupp (City Manager's Office), Alan Mayer (Municipal Court), Chris Norris (Information Technology) and Jennifer Shelly (Library)

Human Services Building Repairs – The roof repairs and window resealing project at the Human Services Building is completed. Prior to the repairs, the building was experiencing leaks around the HVAC units. The windows had large gaps around the framework, allowing loss of conditioned air and intrusion of water and insects into the building. The repairs/resealing will result in both a more energy efficient building and a decrease in maintenance cost and service requests. The project was funded in the City Building Improvement Bond Fund at a cost of \$99,500. The Human Services Building houses the East Branch Library, Irving Cares, Dallas County Children's Immunization Clinic, Texas State Department of Human Services and North Lake College.

Improved Fuel Operations – The city's fuel operations have experienced an improvement in overall effectiveness and customer service through the implementation of new Standard Operating Procedures (SOPs). These SOPs set guidelines for a variety of procedures including ordering, receiving and reporting usage of fuel. Staff from Strategic Resources and Budget, Solid Waste Services, Financial Services, Information Technology, and Contracts and Fuel Administration participated in the Lean Six Sigma project.

Annual Audit – The city received four proposals from companies to conduct its annual financial audit. All were evaluated based on expertise and experience, audit approach and cost. The audit contract is being awarded to Grant Thornton LLP, with 16 percent minority participation. In addition, the city will save 18 percent in audit fees over the prior year through successfully negotiating best and final pricing.

Strategic Goal No. 9: Infrastructure

Network Improvements – Information Technology has implemented dual Sprint data circuits for 150 police vehicles and 30 fire engines, increasing connectivity throughout the city and providing faster upload and download speeds. This helps to maintain high network availability, improve emergency responses, lower telecommunication costs and strengthen data security.

Speaking Engagement at Texas Technology Forum – Shane Burton, assistant IT director, gave a speech at the Government Technology Executive Leadership Forum on July 28. The presentation was about a Mobile Regional Communication System.

Strategic Goal No. 10: Environmentally Sustainable Community

Water Quality Training – Senior Planners Ken Bloom, Jack Rainwater and Troy Wynne attended Texas Watershed Steward training, a statewide educational program designed to improve the quality of Texas' water resources. The program educates and informs local stakeholders about their watershed, potential impairments and steps that can be taken to help improve and protect water quality, including watershed protection strategies to minimize nonpoint source pollution. The training was sponsored by the Texas AgriLife Extension Service and the Texas State Soil and Water Conservation Board.

Recycling Education Opportunities – Solid Waste Services was invited by the Historic Hospital District Neighborhood Association to talk about the benefits of recycling. Recycling Supervisor Fran Witte spoke to more than 70 attendees and included information about the many services offered by the Solid Waste Services Department, including the new roll-off container rental service. In addition, Solid Waste Services attended National Parent's Day at Senter Park East, where Witte made a presentation to approximately 60 attendees.