



City of Irving *City Manager's Report*

September 3, 2008

Strategic Goal No. 1: Land Use

Zoning Ordinance Rewrite – Clarion Associates, consultant for the development ordinances rewrite process, will be in Irving on Sept. 8-10 to meet with staff, tour development sites and conduct stakeholder interviews. The information gathered from this visit, along with review of the city's existing development regulations, will form the foundation for the assessment report to be completed by the end of this calendar year. This work program addresses Irving's current development regulations, which are outdated and no longer responsive to current development trends, and the need for "speed to market" on projects. The outcome of this process will be a fully integrated set of development ordinances and guidelines that will effectively meet the city's desire to achieve a quality sustainable urban environment, coupled with the developer's need for flexibility, predictability and a streamlined development review process.

Strategic Goal No. 2: Vibrant Neighborhoods

Scheduled Demolitions – The following vacant residential structures have completed the Building and Standards process and are scheduled for demolition in the upcoming month:

- 1217 Mistletoe Drive
- 3824 Jackson St.
- 2826 Wells Road
- 1130 French St.
- 2615 Roger Williams Drive
- 442 Ireland Drive

Apartment Relocation Assistance – Housing and Human Services staff spent approximately 200 hours assisting residents, coordinating efforts and providing referrals throughout the tenant relocation from Vista del Lago Apartments. Staff issued 85 hotel vouchers, coordinated and distributed food and meal donations, and hosted a tenant meeting where representatives from various city departments and nonprofit organizations provided information. Funding for relocation assistance comes from fines and civil penalties collected from delinquent property owners.

Strategic Goal No. 3: Economic Development

Texas Best Business Climate – In a survey of 281 corporate executives, the marketing company Development Counsellors International found Texas to have the best business climate in the nation. Executives cited a strong labor market, low operating costs and a pro-business climate. California was viewed as the state with the least favorable business climate.

Irving as Employment Center – Irving has the third-largest employment center in the Metroplex with more than 230,000 positions, according to analysis by the North Central Texas Council of Governments. The only cities with a larger employment base are Dallas and Fort Worth.

Toys R Us and Babies R Us Store – Toys R Us and Babies R Us have signed a lease for 55,824 square feet of retail space in the former Albertsons store at 7330 N. MacArthur Blvd. The new store is anticipated to open prior to the 2008 holiday season.

Dick's Sporting Goods – Dick's Sporting Goods is moving into a new building in Irving at 2000 Market Place Blvd., just north of Interstate 635. The company will be investing nearly \$2 million into the 55,000-square-foot building. The store will feature sporting goods, apparel and footwear, and is anticipated to open by November.

DFW/161 Distribution Center – Construction is under way on the DFW/161 Distribution Center, a new distribution center at the intersection of Northgate Drive and State Highway 161. The first two buildings of the Republic Property project will contain 176,000 square feet and 107,300 square feet. The \$24 million project provides easy access to State Highways 161, 114 and 183. Lease rates on the building are anticipated at \$4.25 per square foot for the larger building and \$6 per square foot for the smaller building.

New Development Map – By the end of September, the Information Technology team will be able to provide a new pocket-sized development map for general distribution. The map is a compact version of an existing larger-sized map. The new brochure will be available to the public and will serve as a marketing piece for economic development initiatives.

Strategic Goal No. 4: Safe and Secure City

Evacuee Shelter at Senter Park Recreation Center – City staff from several departments have worked over the Labor Day weekend and throughout the first week of September to house Hurricane Gustav evacuees. Up to 211 guests who left their homes before the storm have been sleeping and eating at the center. Also providing assistance has been the Salvation Army and Red Cross, serving meals and assisting with transportation and other essential needs. Parks and Recreation staff has helped guests get their prescriptions filled by working with local pharmacists and providing Medicare information. Several guests also have used city library services, and have taken advantage of the adjacent park area. The operation also includes oversight by the Emergency Management Office, and assistance from Building and Construction Services.

Improved Rescue Ability – The Fire Department is working to increase its rescue capability. Two fire officers attended an international rescue conference, and plans are in the works to purchase a heavy rescue vehicle. This unit will allow fire officials to enhance rescue services in the areas of rope and trench rescues, building collapse, industrial accidents, and weather and manmade disaster rescues.

School Supplies Drive Successful – For the third consecutive year, Irving's 11 fire stations served as the collection centers for the Supplies for Success school supply drive. The program is a partnership supported by Mayor Herbert Gears, Fire Department and Irving Independent School District. School officials report that close to \$10,000 worth of items were donated this year to assist low-income students in having the supplies necessary to help ensure a successful school year.

Noteworthy Arrest – A robbery suspect was captured by the Police Department on Aug. 19, with the assistance of two employees from another city department. The manager of the 7-Eleven at 801 N. Belt Line Road was entering her vehicle with a large sum of money to be deposited. A male suspect approached, pointed a pistol at her, stole the money and fled on foot. Officer Scott Bromley was nearing the location when a witness told him what had occurred. Officers responded and set up a perimeter. With the assistance of two animal services officers, who had witnessed the robbery, the police captured the suspect after a short chase. The suspect was armed with a handgun and still had the stolen money.

Hispanic Citizens Police Academy – Sixteen participants graduated from the Hispanic Citizens Police Academy on Aug. 12. The academy, conducted entirely in Spanish, provides residents with a behind-the-scenes look at the Irving Police Department. As part of the program, Court Clerk Monica Esquivel and Teen Court Coordinator Diana Soto presented an informational session about the municipal court to the group. For information on the Police Department's citizens academies (both English and Spanish), log on to www.irvingpd.com.

Red-Light Camera Images Accessible at Irving Library – The Irving Public Library provides free online access to red-light camera footage for individuals who have received a notice of violation in the mail. The city has six intersections in which red-light cameras are in use to increase motorist safety and decrease accidents. Video access is available at the Central Library, 801 W. Irving Blvd, and will be available at all library computers within the next few months.

Irving Teen Court Grant – For the fifth consecutive year, Irving Teen Court has received a grant from the Allstate Foundation. This year's \$10,000 donation will be used to fund educational programs for teen defendants and parents, as well as recognition events and education classes for volunteers.

Strategic Goal No. 5: Diversity

Minority- and Women-Owned Vendor Contracts – Community leaders from major ethnic businesses and contracting groups learned about the process for securing participation of qualified minority- and women-owned vendors (M/WBE) for the Convention Center project at a breakfast hosted by the Financial Services/Purchasing Division. More than \$7 million in commitment to M/WBE vendors has been made by the recommended or awarded bidders for the first phase (steel purchase and erection) of the Convention Center and the animal shelter construction projects.

Strategic Goal No. 6: Effective Communications

ICTN Awards – Irving Community Television Network (ICTN) received nine awards, the most in the state, at the annual Texas Association of Telecommunications Officers and Advisors conference in Fort Worth. This included first place for the "Resident Report" video highlighting the city's Strategic Plan successes. Second-place awards were presented for the ICTN demo tape, "Sports Scene," "Irving Living" and "Slappy Time Circus," while third-place awards went to "About Towne," "InVision Irving" "Irving: Game of the Week" and an Irving Symphony Orchestra concert.

Newsletter Awards – The Corporate Communications Department has been named a finalist for two national Savvy awards for its printed publications from the City-County Communications and Marketing Association (3CMA). The employee newsletter, *Inside Irving*, is a finalist in the Internal Newsletter category and *City Spectrum* is a finalist in the External Newsletter category. Winners will be announced at the 3CMA annual conference, which will take place Oct. 22-24 in Reno, Nev.

Big Brothers Big Sisters School-Based Mentoring – Employees are gearing up for back to school with a second year of participation in the Big Brothers Big Sisters (BBBS) School-Based Mentoring program. To increase recruitment, Corporate Communications produced a video featuring participants from last year, which is posted for viewing on the city's Intranet. Information also has been provided in *Inside Irving*, Intranet postings and e-mail messages. Four employee informational meetings were conducted by BBBS and city staff to recruit additional "Bigs" for the program. Last year, the city exceeded its goal with 17 city employee participants; this year's goal is 15-20. Already, 11 employees have submitted applications to take part in the program.

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

Lively Pointe Youth Center Dedication – The City of Irving will dedicate the newly renovated Lively Pointe Youth Center on Sept. 9. Tours begin at 6:30 p.m., with the dedication program set for 7 p.m. The facility, designed specifically for teens, features a full-court gymnasium, fitness center, game room, computer lab, TV room with theater seating and cantina. For additional information, call (972) 721-2501.

JumpstART Stories & Art Continues – JumpstART, a family-friendly program cosponsored by the Irving Public Library and the Irving Arts Center, continues at 10 a.m. Sept. 4 with the theme Fall into Reading. Each hourlong program features a new theme for story time, followed by hands-on art activities. JumpstART is offered on the first Thursday of each month at 10 a.m. at the Irving Arts Center, 3333 N. MacArthur Blvd. For more information, call (972) 721-2548.

Irving Idol – The Southwest Branch Library will host Irving Idol at 7 p.m. Sept. 18. at the Georgia Farrow Recreation Center, 530 Davis St. Participation in the event is open to ages 12-19. Admission is free. Gift certificates will be awarded to final contestants. Registration by Sept. 15 is required. Instructions, event rules, and application packets are available at the Southwest Branch Library, 2216 W. Shady Grove Road, or the Georgia Farrow Recreation Center, 530 Davis St. For more information, call (972) 721-2546 or (972) 721-2519.

Mustang Park Recreation Center Birthday Party – Mustang Park Recreation Center will host the six-year anniversary of its opening from 3:30 to 5 p.m. Sept. 12 with an open house that includes entertainment and refreshments.

Bioblitz Invitational – The Parks and Recreation Department, Solid Waste Services and the eco-tourism team will host the Bioblitz Invitational on Sept. 20 at Campión Trails. Bioblitz will kick off the city's new ecotourism program. Groups representing recreation centers, home schools, youth services and scouts will explore various trails to identify and document plants, birds and other wildlife species. Participants receive T-shirts, fanny packs and other giveaway items. Professional nature specialists will lead the groups. Approximately 100 children between the ages of 10-12 have registered to participate. Lunch will be provided. In the event of rain, the program will shift to the University of Dallas campus.

Annual Ms. Mature Pageant – The 26th Annual Ms. Mature Pageant will be held at 7 p.m. Oct. 3 at the Irving Arts Center, 3333 N. MacArthur Blvd. The award-winning program features senior ladies vying for the title of Ms. Mature Irving. Contestants compete in categories including personality, talent and evening wear. The winner will represent Irving in the state Ms. Mature Pageant, which could lead to the National Ms. Mature Pageant.

Irving Main Street Event – Irving residents are invited to attend the Irving Main Street Event from 3 to 8 p.m. Sept. 27 in the Irving Heritage District. The theme will be Music and Magic on Main, and the event will feature a car show, artists, music, magic, food and children's activities. The schedule of events includes:

- Manifolds on Main car show, with on-site registration beginning at 1 p.m. Visit the car show Web site at www.manifoldsonmain.com.
- Jazz performance by Fingerprints from 3 to 4 p.m.
- High School Caesar Band from 4:30 to 5:30 p.m.
- Dave Thomas World of Magic Show from 6 to 7 p.m.
- Cavalcade of Stars presented by Tapley Entertainment from 7 to 8 p.m.

The new event is being organized by the Parks and Recreation Department. For more details, call (972) 721-2501.

Strategic Goal No. 8: Sound Governance

Bright Ideas Recognition – Dave Evans (Public Works), Gail Fields (Police), Jim Ferguson (Public Works), Maria Gutierrez (Police) and Shaun Mullin (Parks and Recreation) were recognized by City Manager Tommy Gonzalez for recommendations implemented as part of the city's Bright Ideas program.

On-the-Spot Awards – The following city employees have received On-the-Spot Awards from City Manager Tommy Gonzalez for providing outstanding service to customers and/or working beyond normal job duties. They are: Derek Austin (Fire), Ken Bloom (Planning and Inspections), Sharon Brown (Planning and Inspections), David Carmical (Police), Carlos Cavazos (Police), Lawrence Crow (Planning and Inspections), Stacy Day (Planning and Inspections), Christine Hadley (Planning and Inspections), Larry Howell (Streets and Drainage), Lynda Johnson (Strategic Innovation), Kevin Kass (Planning and Inspections), Crispin Lawson (Strategic Innovation), Dana Lubke (Fire), Robert Mardis (Engineering), Gary Miller (Planning and Inspections), Chris Norris (Information Technology), Jack Rainwater (Planning and Inspections), Steve Reed (Planning and Inspections), Tony Ruyle (Streets), Jerry Sparks (Planning and Inspections), Donna Starling (Strategic Innovation), Bret Starr (Budget and Compensation), Dan Vedral (Traffic), Linda Velazquez (Planning and Inspections), Mike Walter (Engineering), Sheba Ward (Planning and Inspections) and Troy Wynne (Planning and Inspections).

Resident Survey – Resident survey results indicated that the majority of residents are happy with city services, with ratings increasing significantly since the 2006 survey. Large improvements were seen in the overall ratings for Code Enforcement and Animal Services. Other service areas realizing significant positive increases included traffic enforcement, a feeling of safety in neighborhoods, the condition of traffic signs and roadway striping, and the placement and number of streetlights. The complete survey report is available on the city Web site at www.cityofirving.org.

In-Service Training – Irving public libraries will be closed Sept. 11 for in-service training on topics such as library accomplishments, future projects, 911 communications and a process improvement/Six Sigma overview.

Assistance to Tenants – Assistance has been provided to tenants affected by the revocation of the certificate of occupancy at a fourplex on Redbird Drive due to the owner's nonpayment of utility bills. Customer Services and Accounting staff provided \$500 in assistance to each tenant prior to the deadline to vacate the property. Through contacts at the Housing and Human Services Department, tenants were provided with a variety of other resources for assistance. Tenant displacement fees totaling \$2,000 have been charged to the customer's account, and a lien filed against the property to protect the city from financial loss.

Briery Garage – Building and Construction Services has converted a tool storage room and vacant room into an office/parts room and waiting room for First Vehicle Services Inc. at the Fleet Maintenance Center. First Vehicle Services is the contracted vendor that provides bumper-to-bumper maintenance on police and fire vehicles weighing less than one ton. The office area provides space for employees to work and maintain automotive parts; the waiting room provides space for customers while their vehicles are being serviced. The use of in-house staff saved time and money on the project, with an estimated cost of \$4,000.

Strategic Goal No. 9: Infrastructure

Update on Future Water Supply – The City of Irving and the City of Hugo, Okla., have approved a tentative agreement that would allow Irving to buy about 22 million gallons of water per day, pumping it from Lake Hugo to North Texas for use by Irving residents. The agreement includes the ability to purchase additional water if it were to become available, payments to Hugo during the design and construction of the pipeline, and funds for Hugo's legal proceedings in order to sell water out of state. The City of Irving continues to pursue a similar deal with the City of Paris. Paris has formed the Lake Pat Mayse Study Committee to evaluate the amount of water available in the lake and make recommendations to the Paris City Council regarding a potential sale of water. Irving staff visited with the committee Aug. 7 to discuss Irving's existing raw water system, future needs and to express Irving's continued interest in the purchase of water.

Electronic Records Access – The Information Technology team is using new software that provides a more secure method of accessing the city's imaging documents/paper records from the database. This method requires requests to access files in the database to go through a higher security measurement. In the meantime, the software simplifies the procedure that the administrator uses to manage access by reducing the number of user accounts to one. This project is an example of the Lean Six Sigma process at work.

Strategic Goal No. 10: Environmentally Sustainable Community

Shredding Event – Solid Waste Services is hosting a shredding event for residents from 11 a.m. to 2 p.m. Sept. 5 at Irving's drop-off recycling center at O'Connor Plaza, located at State Highway 183 and O'Connor Road.

Automatic Light Switch Program – Through the installation of automatic light switches, the city will experience 25-40 percent in energy conservation, equal to \$33,000-\$54,000 in annual savings. Building and Construction Services is installing the switches in all offices, storage rooms and copier rooms at the Civic Center—a total of 763 switches. The sensing devices replace the manual light switches, and automatically turn off the lights in unoccupied spaces to conserve energy.

Sam Houston Trail Park – By the end of November, Valley Ranch residents will no longer have to drive their vehicles to use Campión Trails. Construction is beginning on a concrete trail over the levee at Campión Trails, providing foot and bike access into Sam Houston Trail Park, and connecting the 5.5 miles of primary trail available in the northern section of Campión Trails. Sam Houston Trail Park consists of 192 acres adjacent to Valley Ranch along the Trinity River. Work includes concrete primary trail, secondary loop trail, a new park entry road, two new parking lots, security lighting and landscaping.

Employee Recognition – Solid Waste Services Director Brenda Haney has been elected vice president of the Texas Lonestar Chapter of the Solid Waste Association of North America.

Program Promotion – Solid Waste Services presented information on the city's solid waste programs—recycling, roll-off containers and Mustang Mulch—on Aug. 13 for the Valley Ranch Homeowners Association's Environmental/Landscape Advisory Committee.

Backyard Composting – Recycling Supervisor Fran Witte conducted a two-hour backyard composting class on Aug. 19 for approximately 25 Irving residents. Susan Stephens, a Public Works employee and an Irving Master Composter, assisted in the training.

Back To School Fiesta – To encourage reusing and recycling in the Hispanic community, Solid Waste Services participated in the Back to School Fiesta on Aug. 14 and distributed 500 reusable "Go Green Shopping" grocery bags to attendees and handed out information about recycling and pencils made from recycled blue jeans for the children.