

## **Irving Tops in Technology**

The Information Technology Department works to provide residents, visitors and businesses with an easy way to interact with the city through its Web site and various technology initiatives.

For a fourth consecutive year, the city has been named one of the Top 10 cities in America for technological advances in the population category of 125,000–249,999. More than 550 U.S. cities participated in the 2008 Digital Cities Comprehensive Survey, organized and planned by the Center for Digital Government.

“Technology is essential for an effective and efficient government, and this survey confirms the technological progress and strategic innovation of the city,” said Hong Sae, information technology director. “The improved services and more efficient use of government technological resources illustrates why Irving is the only city in Texas that has been ranked in the Top 10 for six of the past eight years.”

### **City Web Site**

- More than 2.8 million visits per year
- Online bill pay – approximately 120,000 online payment transactions per year
- Americans with Disabilities Act (ADA) compliant with 86 percent of residents rating the Web site as useful
- Online Interactive GIS Maps – approximately 53,000 maps generated annually
- Online employment applications – approximately 10,000 employment applications annually
- Library Wiki – 7,035 site visits since November
- Library digital downloads – 4,750 items downloaded since January 2008
- Video on Demand – 3,455 downloads since July
- Electronic City Council agenda packets – available to staff and City Council
- Irving economic development and real estate Web site

### **Infrastructure Development**

- New phone system with 1,700 headsets
- 100 percent uptime on radio system with 4.8 million calls per year
- Wireless Wi-Fi communication at all recreation centers, fire stations, libraries and major city locations
- Electrical upgrades to the Criminal Justice Center
- Consolidated citywide server/database

### **Public Safety Technology**

- 99.99 percent uptime on communication system
- Digital video recording in all patrol vehicles
- 24/7 Internet/Web filtering
- Regional digital fingerprinting system – 72,000 records
- Integrated voice recording system
- Police recruiting Web site

**Information Technology**

**Business Alignment**

- Five-year strategic growth plan developed
- 97 percent satisfaction rate based on internal customer service survey
- Green initiatives include: Customer Reuse Program, Energy Management Audit System, Energy Conservation Standards