



City of Irving *City Manager's Report*

November 4, 2009

Strategic Goal No. 1: Land Use

Highway Bridge Painting – Staff is cleaning and painting the following highway overpasses/underpasses in Irving as part of the city's corridor improvement initiative:

- State Highway 356 at Irving Boulevard (over MacArthur/TRE)
- State Highway 183 at O'Connor Road
- State Highway 183 at MacArthur Boulevard
- State Highway 183 at Story Road

The project will be completed this winter.

Strategic Goal No. 2: Vibrant Neighborhoods

Newsrack Guidelines Meeting – Code Enforcement is educating newsrack vendors about new city requirements with an informational meeting set for Dec. 8. The new guidelines, which become effective Jan. 1, regulate the placement, appearance and size of newsracks. They will provide residents with increased safety and enhance the visual appeal of Irving sidewalks.

Neighborhood Grants – Neighborhood and homeowner associations are in the process of completing applications for the city's Community Partnership Grants. Administered by the Corporate Communications Department, the grants provide between \$250 and \$1,500 for projects such as special events, street sign toppers, neighborhood beautification, newsletters and Web site development. Applications are due Dec. 7 and will be reviewed by a grant selection committee. Grants will be awarded Jan. 4.

Foreclosure Prevention – Housing and Human Services has allocated additional State Emergency Shelter Grant funding to assist with foreclosure prevention. Irving homeowners who have been affected by unemployment, reduced income, illness or other emergency situations that have resulted in their inability to make mortgage payments, should contact Housing and Human Services at (972) 721-4800 to see if they qualify for assistance. Eligible homeowners will be provided assistance with mortgage payments, credit counseling and budgeting education to reduce the need for assistance in making future payments. Funding is limited and awarded on a first-come, first-served basis.

Community Service Worker Expansion – To increase the focus on projects along the city's major corridors, Neighborhood Services has enhanced the Community Service Worker program to a two-day-per-week operation. The Municipal Court supplies workers to participate in cleanups and smaller mowing projects in identified areas.

Shopping Cart Ordinance Update – Neighborhood Services has been working with Parks and Building Maintenance on the enforcement side of the city's shopping cart ordinance. Inspectors issued 58 notices of violation to businesses that failed to obtain permits. A total of five citations have been issued to date with only two non-compliant businesses remaining.

Strategic Goal No. 4: Safe and Secure City

Fire Department Flag – The Fire Department has a new flag that will be used in public events and in honor ceremonies. The red and gold flag displays the Irving Fire Department logo on a red background. The new flag also will be used during promotional events.

Recruit Graduation – The Police Department had two recruits graduate from the Basic Peace Officer Academy at Tarrant County Community College on Oct. 27. The officers are Samuel Hawkins and William Shipman.

Noteworthy Arrest – The Police Department received a call that two males forced their way into a resident's home. The suspects pulled a gun on the victim and his sons and forced them to sit on the couch while they ransacked the home. The suspects stole a laptop and left in a dark-colored SUV. Responding officers spotted the suspect vehicle leaving the area. Two toy guns and one real gun were recovered from the vehicle, as well as the victim's laptop. All suspects were arrested.

Crime Analysis Program – The Information Technology and Police departments have implemented the Law Enforcement Analysis Portal (LEAP) allowing local law enforcement agencies to share information regarding persons, vehicles and property. The program provides a mechanism for public safety personnel to query multiple agency databases for crime analysis. It is sponsored by the North Central Texas Council of Governments and is funded by government grants.

Strategic Goal No. 5: Diversity

Native American Storytime – The Valley Ranch Live programming series continues with a Native American Celebration featuring storyteller Dorayne Breedlove at 7 p.m. Nov. 19 at the Valley Ranch Library, 401 Cimarron Trail. Children younger than age 8 must be accompanied by a parent or guardian. Call (972) 721-4669 for more information.

Strategic Goal No. 6: Effective Communications

Business Practices/Customer Service Video – Irving Community Television Network partnered with ICMA to produce a video highlighting the City of Irving's business practices and customer service. It was shown at ICMA's annual conference and featured on televisions throughout the venue and in hotels. The video is available on the city's Video on Demand page at www.cityofirving.org.

Video on Demand – To date, there are more than 425 Irving Community Television Network videos available on the city Web site for viewing on demand, and more than 20 videos available on YouTube. The videos, which can be watched 24/7, detail multiple city programs, initiatives and events.

Diversity Outreach – In an effort to enhance communication and relationships within the Latino community, Lt. Jon Timpf of the Police Department attended a meeting in October sponsored by Mito Financial, a subgroup of the Hispanic Chamber of Commerce. Lt. Timpf answered questions regarding Police Department services and programs for the 40 people in attendance.

Communication Projects – The Corporate Communications staff continues to enhance its internal/external communications efforts for employees and residents. For Fiscal Year 2008-09, the publications division of the department produced 161 media releases, 379 printed materials, 194 publications and 46 special projects.

Presentation Training – The Management Operations, Corporate Communications and Performance teams collaborated to develop employee training focusing on creating exceptional presentations. Forty-six designated employees attended the training to learn the procedures and skills needed for creating effective presentations.

Outreach Activities – The following city departments recently participated in community outreach activities.

- Emergency Management – participated in Scout Jamboree on the Air event at the National Scouting Museum where the Irving Mobile Command Vehicle was on display. Staff also provided disaster preparedness information at the Irving Mall Annual Community Safety Fair.
- Keep Irving Beautiful (KIB) – helped kick off the 2009 school recycling campaign. Topics included KIB partnerships and activities with Irving schools, as well as Arbor Day activities.
- Municipal Court and Police staff – collaborated to provide tours of the Municipal Court and Police Department for groups of students from the Jack Singley Academy of Irving ISD. Students were provided the opportunity to ask questions and were introduced to various aspects of the criminal justice field.
- Municipal Court – visited eighth-grade students about career options and the benefits of education during Lamar Middle School's Career Day.
- Water Utilities – hosted three classes from the Union Bower Center for Learning. Students were given tours of the Valley View Municipal Complex, shown demonstrations of the equipment used in water utilities, and learned about careers in the water utilities industry.

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

Veterans Recognition Programs – Two veteran recognition events will take place in November.

- Irving Veterans Memorial Park Committee – The committee will host a memorial service in observance of Veterans Day at 2:30 p.m. Nov. 8 at the Central Library, 801 W. Irving Blvd. Refreshments will be served and attendees will gather at Irving Veterans Memorial Park following the service for personal moments of reflection.
- Irving Chautauqua – The Irving Public Library will present Celebrate our Veterans at 2 p.m. Nov. 14 at the Central Library, 801 W. Irving Blvd. The event will feature guest speaker and author Stephen Neal Manning. The Irving Fire Department Pipe and Drum Honor Guard also will perform. Call (972) 721-2606.

Accessible Playground, Miracle League Field Dedication – Dedication of the city's new Accessible Playground and Miracle Field was held Oct. 24 at Cottonwood Creek Park on Story Road. About 300 people attended the opening of the new field and playground including Mayor Herbert Gears, along with representatives from the Advisory Committee on Disabilities, parents and children from the community and surrounding areas. The day's events included exhibition games by teams on the Miracle League Field, which is equipped with smooth, rubber safety surfaces. In compliance with the Americans with Disabilities Act, the playground includes access ramps, wider play decks and other design features to accommodate mobility impaired children. The new recreational area will be the official home of the Disabled Softball League, administered by the Irving YMCA.

The Big Read Wrap-Up – Twenty-four book discussions, live performances, teen programs, puppet shows and author events featuring the works of Edgar Allan Poe were collectively hosted by the Irving Public Library and community partners during the month of October. This year's initiative was the most successful to date, impacting 180 lives through blood donations taken at The Big Bleed kick-off event. More than 80 entries were received for the Teen POEster contest, and the finale, Poe's Haunted House of Usher, was the first Halloween event of its kind to be hosted by the Central Library. The event was supported by the National Endowment for the Arts.

Library Grant – The Valley Ranch Library was awarded a \$1,000 grant from the Build-a-Bear Workshop Bear Hugs Foundation to fund support materials for the monthly Mother Goose storytime and to purchase board books for toddlers. The Friends of the Library will match the awarded sum. To find out more about the Valley Ranch Library's Mother Goose program, call (972) 721-4669.

Scholastic Book Fair – The Irving Central Library, 801 W. Irving Blvd., will hold a Scholastic Book Fair to benefit the children's collection. This holiday shopping event will include a variety of books and other items available for purchase. The sale will take place at the following dates and times:

- Nov. 12 – 5 to 9 p.m.,
- Nov. 13-14 – 10 a.m. to 6 p.m.
- Nov. 15 – 1 to 5 p.m.

Call Children's Services at (972) 721-2458 for more information.

Strategic Goal No. 8: Sound Governance

Fundraising Event – City employees raised more than \$21,000 during this year's United Way campaign, exceeding last year's total by more than \$4,700. The weeklong campaign offered a variety of events including bowling, basketball, luncheons and a silent auction. The money raised will go toward helping area residents in need through United Way.

Seasonal Flu Shots – More than 1,054 city employees received free flu shots, an increase of 32 percent from last year. The seasonal flu shot roundup is an annual campaign coordinated by Benefits and Risk Management in collaboration with the Fire Department. City paramedics administered the shots. In addition, the city saved more than \$4,800 this year in vaccine costs.

On-the-Spot Awards – City of Irving employees continue to provide excellent customer service and perform above and beyond their normal job responsibilities. The following employees have recently received On-the-Spot Awards for their performance: Carlos Alvarez (Streets), Christine Atteberry (Parks and Building Maintenance), Martin Avila (Financial Services), Jerry Barnes (Streets), Carroll Bowers (Intergovernmental Services), John Brogan (Parks and Building Maintenance), Ken Campbell (Streets), James Carlisle (Streets), Chris Chouffet (Streets), Jason Cohea (Streets), Randy Crabb (Parks and Building Maintenance), Timothy Culpepper (Streets), Gerald Daniel (Streets), Travis Dick (Parks and Building Maintenance), Tom Dozier (Streets), Mark Estrello (Building Services), Mark Funderburk (HVAC), Tony Garcia (Parks and Building Maintenance), Ed Garza (Intergovernmental Services and Public Works), Henry Godina (Streets), Travis Hart (Real Estate and Development), David Hernandez (Parks and Building Maintenance), Luke Holdar (Parks and Building Maintenance), Jim Holland (HVAC), Rusty Hoya (Streets), Mark Huckaby (Parks and Building Maintenance), Al Johnson (Parks and Building Maintenance), Tommy King (Streets), Bill Knight (Streets), Jim Landry (Parks and Building Maintenance), Darrell Lankford (Streets), Ramiro Lopez (Intergovernmental Services), David Mallette (Code Enforcement), Steven Mar (Financial Services), Scott Martin (Streets), Tommy Martinez (Streets), Tommy Martinez Jr. (Streets), Mark Massey (HVAC), Alfredo Morales (Building Services), Garry Munson (Parks and Building Maintenance), Russ New (Parks and Building Maintenance), Denise Perez (Real Estate and Development), Stephen Perkins (Parks and Building Maintenance), George Pitones (Parks and Building Maintenance), John Pitts (Streets), Tim Pringle (Parks and Building Maintenance), Glen Richey (HVAC), Walter Ritchie (Parks and Building Maintenance), Corey Rivers (HVAC), Alvin Robertson (Parks and Building Maintenance), Angel Rodriguez (Streets), Juan Rodriguez (Streets), Danny Ruyle (Streets), Ken Seelye (Streets), Steve Sims (Streets), Shirley Smith (Capital Improvement Program), Clayton Spies (Parks and Building Maintenance), Jerry Steadham (Streets), Ed Stephens (Streets), Mitch Stewart (Streets), Angela Streck (Parks and Building Maintenance), Roshonda Streck (Parks and Building Maintenance), Bill Sutter (Intergovernmental Services), Ron Taylor (Streets), Cornelius Thompson (Building Services), Jose Velez (Streets), Chris Wade (Streets), Mike Wicks (Building Services), Doug Wilson (Parks and Building Maintenance), Douglas Wilson (Streets), Derrick Wuistingner (Streets), Jeff Young (Parks and Building Maintenance) and Kyle Zamzow (Parks and Building Maintenance).

GIS Property Tax Map – Information Technology has updated the GIS property tax map to match the improvement tax roll, which shows the value of land and properties after improvements have been made, in addition to data about the properties and owners. The map is used by Planning and Inspections to send property owners notices of zoning changes or to present zoning information to the City Council.

Employee Self Service Program – A new tool has been developed as part of the city's effort to promote paperless systems. The implementation of Employee Self Service allows city employees to enter work time online and offers a variety of features such as viewing pay information, tax forms and benefits. This year's online open enrollment will begin in November for departments using this Web entry service.

Delinquent Account Fees – To improve operational efficiencies and recover the costs of service related to customers with delinquent accounts, customers will need to pay past due account balances no later than 5 p.m. the day before the cut-off date provided on the utility statement. Once the payment deadline has passed, a \$25 collection fee will be charged and services will be scheduled for disconnection. Customers requesting service reconnection after business hours, as well as those using water service without authority, will be assessed a fee of \$50. Customers who choose to participate in the bank draft payment option, with a minimum 12-month commitment, are eligible to have additional deposits associated with a service disconnection waived.

Strategic Goal No. 9: Infrastructure

Capital Improvement Projects – During Fiscal Year 2008-09, the Capital Improvement Program Team completed 29 projects totaling \$36.5 million. These include:

- MacArthur Boulevard/Shady Grove intersection improvements
- Kinwest Parkway connector
- Las Colinas Boulevard Phases I and II
- Grauwylar Road – English Street to Carl Street
- Tim Markwood Park
- Irving Veterans Memorial Park
- English Street paving improvements
- Water and sanitary sewer main replacement projects

Ninety-seven percent of these projects were completed early or on schedule and 90 percent were completed within the original budget amount.

Radio Updates/Replacement – Information Technology has completed the first phase in updating/replacing radios throughout the city. Staff installed more than 350 mobile radios and 50 control stations. To date, more than 1,600 radios and 50 base station repeaters have been reprogrammed. All of the general government mobile radios also were replaced with 200 updated radios.

Strategic Goal No. 10: Environmentally Sustainable Community

Safety Initiatives – Solid Waste Services is working with the Citywide Safety Review Board to provide puncture-resistant gloves to Solid Waste Services staff members. Field crews are testing various gloves to determine the effectiveness for protection against needles inappropriately disposed of in trash bags.

Waste Diversion – The Hunter Ferrell Landfill diverted 630 tons of material for recycling at the landfill during September. Materials recycled included various metals, brush, tires and batteries.