



City of Irving *City Manager's Report*

July 23, 2008

Strategic Goal No. 2: Vibrant Neighborhoods

Neighborhood Roundtable – A Neighborhood Roundtable will be held at 6:30 p.m. July 29 at City Hall, 825 W. Irving Blvd., in the First Floor Council Conference Room. Code Enforcement Director Teresa Adrian will provide an update on Code Enforcement results and initiatives. Participants also will have an 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.

Auto Repair/Tire Shop Initiative – The city's auto repair/tire shop initiative continues to show results. Of the 97 establishments notified, 87 have come into compliance in regard to working inside of an enclosed building and no longer displaying tires outside. The remaining 10 locations with violations have received citations.

Sign Removal – The Code Enforcement Department continues to initiate the removal of abandoned ground/pole signs from arterial and major thoroughfares throughout the city. Since Feb. 1, 47 abandoned signs have been voluntarily removed. Signs are considered abandoned when a property has not been used for a minimum of six months.

New Grant Programs – The Housing and Human Services Department has introduced two grant programs to help improve the quality of life of Irving senior citizens and residents with disabilities. The Air Conditioner Replacement and Repair Program replaces or repairs existing air conditioners for those who do not have the income to make these repairs. Ramp It Up!, an architectural barrier removal program, helps to address needs such as ramps, grab bars and other items to improve mobility in the home. For more information, contact the Housing and Human Services Department at (972) 721-4800.

Strategic Goal No. 3: Economic Development

Improved Service for Commercial Developers – City staff has completed an in-depth assessment of the review process for commercial development plans. This is expected to reduce the cycle time by 60 percent—from 23 to nine days. Using the Lean Six Sigma process were employees from Fire, Planning and Inspections, Public Works/Traffic, Strategic Resources and Budget, Public Works/Engineering and Information Technology. This new review process will improve customer service received by commercial developers.

Strategic Goal No. 4: Safe and Secure City

Bike Medic Program – Fire Department medics are able to quickly respond to medical needs of Irving residents during outdoor events, thanks to a new bike medic program. Paramedics J.R. Duncan and Chuck Spivey served the public using the new medic bikes for the first time during the Fourth of July parade and Firecracker Fourth celebration.

Fill the Boot Campaign – Irving firefighters collected \$66,884 to help fight Muscular Dystrophy during this year's Fill the Boot Campaign.

Cell Phone Ban – To provide additional safety to children, the use of cell phones will be prohibited while driving in Irving school zones. The new guidelines will take effect beginning Aug. 1 and will be enforced on school days during active school zone hours. The regulation will prevent motorists from engaging in calls by talking, dialing or listening on a hand-held mobile telephone, and entering or reading text messages. This includes: hand-held cell phones, personal digital assistants (PDA), pagers and other electronic communications devices.

Festival Hispano de la Salud – More than 5,000 people attended the American Heart Association's annual event, Festival Hispano de la Salud, on July 12 at the Fair Park Automobile Building. City of Irving staff handed out public health information to attendees. The City of Irving is a proactive partner with the American Heart Association.

Senate Hearing on Immigration – Police Chief Larry Boyd attended a Senate Committee on Transportation and Homeland Security hearing in reference to immigration on July 9 in El Paso. He provided testimony on the Police Department's 24/7 Criminal Alien Program.

"No Refusal" Initiative – The Police Department arrested and charged 16 suspects for Driving While Intoxicated (DWI) during a "no refusal" initiative on July 4-5. Violators stopped for DWI were only offered blood tests. An on-site judge signed affidavits and search warrants for the blood draws for those who refused. Medical personnel were available to perform the draws.

Silent Hero Award – Communications Supervisor Kim Johnson was selected by the Commission on State Emergency Communications as a Silent Hero for the state of Texas for her efforts in going above and beyond the call of duty. The recognition also acknowledges the special contributions of telecommunicators whose daily performance is an inspiration and example to others.

Animal Shelter Project – The new Animal Shelter project was released for construction bidding July 10, with the bid opening set for Aug. 7. The 23,000-square-foot facility will be located on Valley View Lane, between Northgate Drive and Walnut Hill Road. The \$6.25 million project, which has been under design for the past year, will be a shared facility with the DFW Humane Society. The goal of the new animal shelter is to provide a positive, user friendly environment to promote the adoption of animals. The state-of-the-art facility will include multiple rooms, which will allow residents to interact and play with animals prior to adoption. The facility also will include a full-service veterinary clinic to provide any needed medical treatment to the animals. Staff expects that the construction contract can be considered by the City Council at its Sept. 4 meeting. The project should be completed in the fall of 2009.

Strategic Goal No. 5: Diversity

Language Skills Testing – Strategic Resources and Budget facilitated an on-site language skills testing session for designated employees on July 9. Of the 11 employees completing the assessment, 10 attained a passing score and will be receiving language skills incentive pay. A total of 9.4 percent of city employees receive language skills pay.

Strategic Goal No. 6: Effective Communications

Library Assistance for Disabled Teen – The Irving Public Library has responded to an Irving ISD school teacher's request for library materials on behalf of one of her visually impaired teens. The teen was provided a new MP3 player donated by Overdrive, and the library staff downloaded a digital audiobook available from the Overdrive station. The teen also checked out a few Playaways—one of the library's outreach tools to help the disabled community.

Employee Training – The Strategic Resources and Budget Department hosted The Great Irving Forum for city employees on July 11. The session provided strategies and tips to help employees make positive impressions, manage workplace interactions and communicate professionally. This session supported the following city value statements:

- We show a high level of respect and concern for our coworkers and customers.
- We learn and grow in a progressive work environment.

Video on Demand Expanded – Irving residents have another way to receive around-the-clock information about city news and events through the expansion of video on demand services at www.cityofirving.org. Web site visitors can now view taped recordings of meetings and enjoy special programming 24 hours a day, seven days a week. In addition, council meetings are coordinated with paper agendas, which allow viewers to select a specific agenda item of interest without having to watch or fast-forward through the entire video. New videos are added on a weekly basis.

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

North Texas Life Guard Games – Irving Parks and Recreation lifeguards competed in the North Texas Guard Games on July 11-12 in Lewisville. The three competing Irving teams finished 6th, 8th and 11th in the 28-team competition. Events included First Aid Frenzy, Scenario Event, Passive/CPR/AED, Spinal Rescue and a Fitness and Obstacle Course.

Annual Summer Games Competition – The Parks and Recreation Department is holding its annual Summer Games Competition through Aug. 1. Summer Games is a two-week series of competitions in two divisions—youth ages 11-14 and teens ages 14-18. Week one will include individual competitions in table tennis, bowling, chess and dominoes, and soccer skills. Week two is team events, consisting of softball, volleyball, dodgeball and basketball. Each participant or team represents a recreation center. In addition, participants receive a free Summer Games T-shirt. Winners receive gold, silver or bronze medals. Transportation and lunch is provided for participants.

Annual One-Act Play Competition – Children ages 3-14 years old will take to the stage at 7 p.m. July 24 for the Parks and Recreation annual One-Act Play Competition, held at the Irving Arts Center, 3333 N. MacArthur Blvd. All participants receive medals. Special plaques are awarded to the best boy and girl actors, supporting actors, and the first-, second- and third-place plays. Approximately 200 children participate in the competition. The play competition is open to the public.

Heritage Senior Center Volunteer Recognition – The Heritage Senior Center, located at 200 S. Jefferson St., will host its annual Volunteer Recognition Program at 6 p.m. July 24. Food will be provided by Razoo's restaurant. The King Creole Band will perform along with other entertainment and activities. Since Oct. 1, the senior center has tracked 6,384 volunteer hours, which equates to \$94,864.50 in saved expenses based on the standard of \$14.84 per volunteer hour.

Job Center Workshops – A series of free workshops will be provided by the Irving Central Library's Job Center to help residents with the skills they need to find a job in today's marketplace. Classes take place daily at 2 p.m. July 29-Aug 1. Topics include writing résumés, interviewing, online job searching and company research. For more information, call (972) 721-2608.

CPR/First Aid Course – The Valley Ranch Library, 401 Cimarron Trail, will offer a free, five-hour adult beginners training course in basic first aid and CPR at 10 a.m. Aug. 1. Trainers will use mannequins for hands-on demonstrations on how to apply pressure bandages, administer CPR, treat burn injuries, and address heat and cold emergencies. Students will learn about the signs and symptoms of shock and diabetic, asthmatic, allergy and choking emergencies. For more information, call (972) 721-2608.

“Breaking Dawn” Pre-Release Party – The Irving Public Library will celebrate the final edition of the Twilight saga, “Breaking Dawn,” at 4:30 p.m. July 29 in the Central Library Auditorium, 801 W. Irving Blvd. Activities will include arts and crafts, cookie decoration, trivia and best-costume contest, and “pin the tail on the werewolf.” The Bella Cullen Project, a Twilight series fan-based band that has been featured on MTV, will make a special appearance. For more information, call (972) 721-2606.

JumpstART Program – The Irving Arts Center and the Irving Public Library will collaborate again in 2008-09 for JumpstART – Stories and Art program. The program, open to Irving families and children, features a one-hour story time followed by a themed art project at the Irving Arts Center, 3333 N. MacArthur Blvd. Led by Donita Maligi from the Irving Public Library, JumpstART meets at 10 a.m. on the first Thursday of every month. The stories and projects often focus on different cultures. The first story time will be Aug. 7, and the theme will be The Dog Days of Summer. In 2007-08, 463 children attended eight story times.

Strategic Goal No. 8: Sound Governance

Risk Management Training – The Strategic Resources and Budget Department has revised its Injury and Vehicle Incident Report, and trained employees on the proper use of the form. The risk group conducted nine training sessions for 101 employees representing 16 different departments.

Risk Model Grant – The City of Irving has received a \$5,000 grant from the International City/County Management Association and the Public Entity Research Institute (ICMA/PERI) for performance measurement in the risk management field. This grant is awarded to local governments who are trying to increase the use of data and performance measurement related to risk management. The money will be used to further develop a methodology to track accidents and their causes, and to measure the effectiveness of the preventative actions and targeted safety classes developed as a result of the accidents. The goal is to inform other organizations about the city’s method of providing a means of combining performance management with risk management. The methods and the process used to develop them will be showcased at the ICMA conference in 2009.

On-the-Spot Awards – Awards for exemplary customer service and outstanding performance have been given to the following City of Irving employees: Adam Acosta (Public Works/Water Utilities), Eddie Andrews (Public Works/Water Utilities), David Canady (Public Works/Water Utilities), Corey Garner (Public Works/Water Utilities), Paul Hamm (Public Works/Water Utilities), Ron Hilton (Public Works/Engineering), Robert Lambert (Public Works/Water Utilities), Steve Martin Jr. (Public Works/Water Utilities), Aurora Melendez (Public Works/Water Utilities), Charles Omlor (Public Works/Water Utilities), Tommy Patterson (Public Works/Water Utilities), Terry Rodgers (Public Works/Water Utilities), Ken Roseberry (Public Works/Water Utilities), Steve Swinney (Public Works/Water Utilities), Everett Taylor (Public Works/Water Utilities) and John Valenzuela (Public Works/Water Utilities).

Property Taxes Collected – The city has collected 98 percent of its current year ad valorem taxes through July 15, compared to 99 percent for the same time period last year. On July 1, the city referred 2,046 property tax accounts to its delinquent tax attorney compared to 1,751 in 2007.

Strategic Goal No. 9: Infrastructure

Wireless Access in City Facilities – The final phase of implementing wireless Internet and network access in city facilities has been completed by Information Technology. This project includes city recreation centers, Housing and Human Services, and the Irving Arts Center. The wireless access points will give employees wireless access to the city’s network from their computer tablets or laptops. Access includes the Internet, e-mail, software applications and network drives.

Strategic Goal No. 10: Environmentally Sustainable Community

Superior Water Quality Rating – The City of Irving has maintained its superior water quality rating from the Texas Commission on Environmental Quality. A comprehensive inspection was conducted on July 9, which included a review of operational and sampling records and the system's water storage facilities. In addition, the inspectors performed chlorine residual and water pressure tests throughout the distribution system.

Water Utilities Green Initiative – Public Works/Water Utilities has purchased two hybrid sport utility vehicles, the first hybrid SUVs that have been purchased by the city. The 2008 Ford Escapes will be used by the Environmental Compliance and Water Conservation staff. The city fleet already includes hybrid cars, such as the Toyota Prius, which are used by Code Enforcement staff.

Service Expansion – Solid Waste Services now offers roll-off container service for both businesses and residents. The containers range in size to suit specific needs and are an ideal resource during home renovations. Additionally, mulch is now available at the Hunter Ferrell Landfill for \$3 per bag or in bulk for \$13 per cubic yard.

Composting Education – Free composting classes have been scheduled to help educate residents about the benefits of backyard composting. Residents can attend a weekend class from 9:30 to 11:30 a.m. Aug. 9, or a weekday class from 6 to 8 p.m. Aug. 19. Both sessions will be held at the Max G. Greiner Environmental Center, located at the southeast corner of Conflans and Gilbert roads.