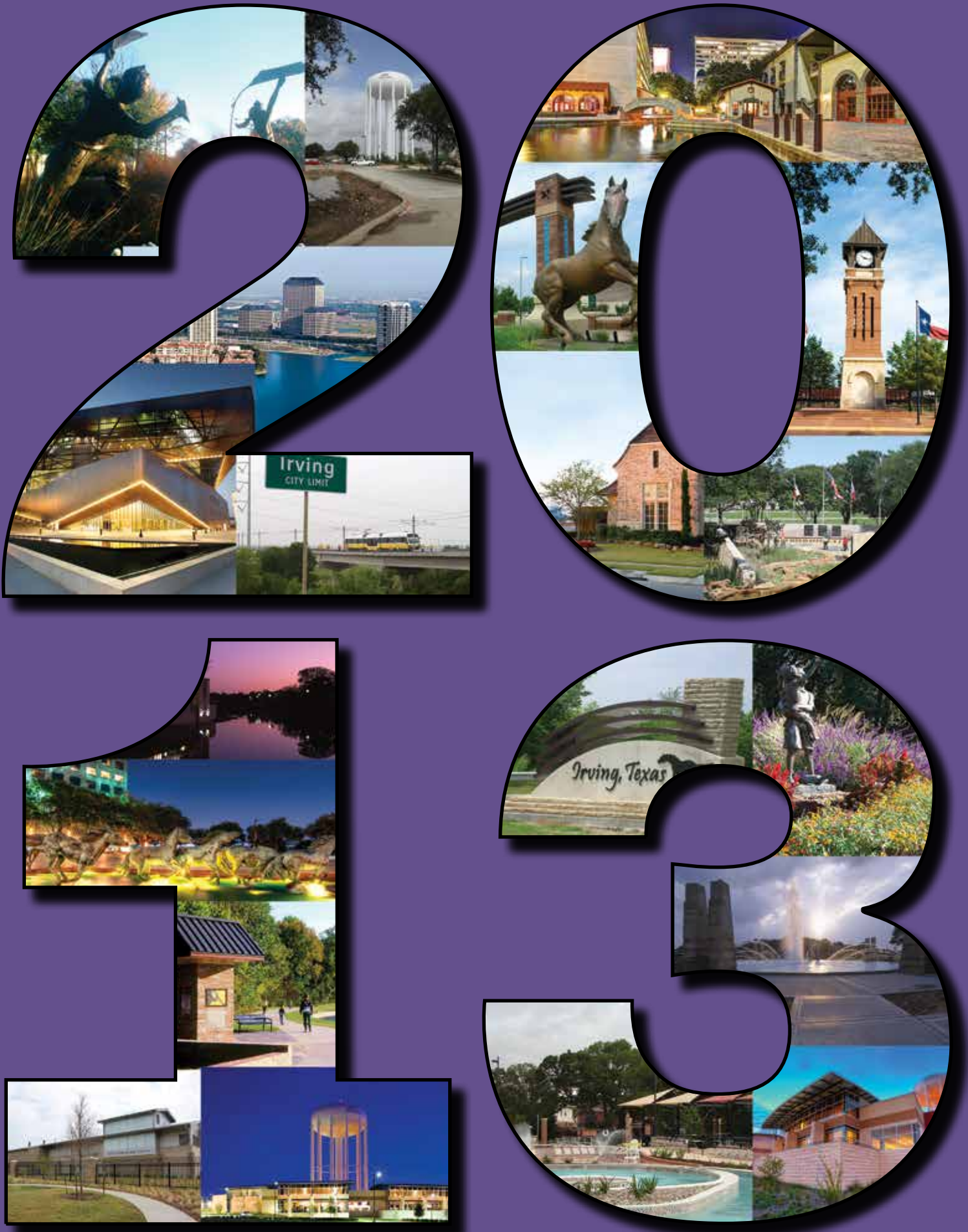


# Year in Review

## City of Irving



## Community Results

Customer service is the hallmark of operations at the City of Irving. From police and fire protection to the delivery of safe drinking water, employees in nearly 30 specialized city departments are responsible for maintaining a high quality of life for Irving's 217,000-plus residents, countless visitors and thriving business community. In the area of fiscal responsibility, Irving continues to receive recognition on local, state and national levels. Moreover, Irving maintains the second-lowest tax rate among 10 benchmark cities in North Texas. Enjoy a look at many other accomplishments achieved in the past year in this special 2013 Year in Review insert.



# Cost Savings & Efficiencies



The City of Irving constantly looks for ways to streamline processes, save money and make sure residents get as much value as possible from their tax dollars. During the past fiscal year, the city has saved \$1.56 million dollars and 3,619 staff hours through cost savings or avoidance. Ongoing process improvements have been achieved by eliminating waste and enhancing services.

## Capital Improvements

Funding supports the reconstruction and expansion of major thoroughfares, water and wastewater improvements, new parks, libraries and other infrastructure. Placing emphasis on infrastructure, the city had \$110 million in capital improvement projects under way at the end of 2013.

- Completed 28 capital improvement projects totaling \$19.6 million including water and wastewater improvements, street improvements, sidewalk improvements, drainage improvements, and parks and trails improvements.
- Continued focus on the replacement of aging water and wastewater infrastructure throughout the city.
- Opened the Ruth Paine House Museum.
- Completed North Lake College South Campus Trail.
- Approved a memorandum of understanding with Ark Development to construct a \$165 million entertainment center with a 6,500 seat amphitheater and nine restaurant venues.
- Finished street and utility construction on Elwood Road, Joffre Drive, and Mimosa and Willow streets.

## Code Enforcement

Code enforcement initiatives continue to be a key focus area. This department helps to maintain the physical appearance of the city and to ensure stable property values.

- Increased enforcement initiatives in 14 neighborhoods with excessive code violations.
- Removed 7,460 temporary signs.
- Supervised community service workers on 144 cleanup projects.
- Enhanced proactive code enforcement along city's most traveled corridors.
- Participated in Great Days of Service Program with faith-based community and other volunteer groups.
- Partnered with Keep Irving Beautiful (KIB) to assist code on cleanup projects.
- Sponsored 76 green events, cleanups, beautifications and school events with KIB.
- Created a strong base of KIB volunteers who donated 3,200 hours to collect 16,655 pounds of trash and 4,400 pounds of recyclables.
- Increased code violation awareness through expanded public education efforts.

## Communications & Customer Service

Communications and customer service are of paramount importance. Both internal and external communication efforts have increased and several programs were implemented to enhance communication, increase transparency and encourage public input.

- Conducted five Town Hall and informational meetings.
- Posted more than 300 videos on demand, more than 275 videos on YouTube.
- Produced more than 400 videos about key focus areas.
- Provided live television coverage of city election and runoff election.
- Addressed more than 2,100 resident inquiries.
- Expanded online input opportunities for residents via the city website.
- Posted more than 1,696 Facebook and Twitter messages and promoted social media opportunities to increase fans and followers.
- Administered 17 customer surveys as well as 34 point-of-service surveys to obtain actionable feedback.
- Implemented citywide customer service standards and developed corresponding training required for all employees.
- Reached more than 2,100 residents through Speaker's Bureau presentations.

## Corridor Enhancements

Corridor improvements are enhancing Irving's visual appeal and identity. City staff is addressing issues and completing projects using a comprehensive approach. This includes items such as landscaping, street/median improvements, new signage, building façade updates, public art, utility undergrounding, monument signs, and the addition of signals and street lighting.

### MacArthur Boulevard

- Completed construction on the MacArthur Boulevard utility undergrounding project from Metker Street to Northgate Road. Relocated aerial crossings for telephone, cable and electric lines from overhead to underground helping make service more reliable.





#### Irving Boulevard

- Prepared conceptual plans for the east gateway for review.

#### Northgate Drive

- Completed construction on the Northgate Drive Median Improvements Phase I Project.
- Presented plans including new monument signs and landscape improvements at the intersections of Northgate Drive and Carl Road, and Northgate and Tom Braniff drives.
- Completed construction on the last median at Carl Road and Northgate Drive.

#### Belt Line Road

- Presented the Belt Line Corridor Unified Redevelopment Plan to the Planning and Development Committee.

#### Hunter Ferrell Roadway

- Completed median beautification from MacArthur Boulevard to Story Road.
- Completed an entry monument marker at Story and Hunter Ferrell roads.

#### State Highway 183 Gateway

- Completed conceptual plans for the SH 183 entry markers.

## Economic Development

Transit-oriented development along the rail corridor and redevelopment of targeted areas are a continued focus. Key development projects include the Irving Convention Center at Las Colinas, Heritage Crossing, Irving Boulevard, State Highway 183 and the former Texas Stadium site.

- Completed entertainment center development agreement.
- Established new enterprise zones for Zales, Nokia, and Corphealth (aka Humana).
- Offered 380 incentive agreements to J&S Audio, Trader Joe Freeport, Neovia, Rodizio, Century Center, Project Services Group, TEK Systems and TXI.
- Hosted the 2013 North Texas LPGA Shootout Tournament using the Texas Events Trust Fund.
- Relocated Texas Wild World Tennis Team to Irving.
- Partnered with Chamber of Commerce for proactive and joint business recruitment.
- Used Buxton Company's retail analysis through International Council of Shopping Centers participation and pursued targeted retailers.

- Completed convention center hotel agreement.
- Initiated the Las Colinas Urban Center parking study.
- Selected by the Quebec Ministry of Economic Development as part of their Texas Trade Mission.
- Launched the Bridges of Las Colinas and Campi3n Hollows residential developments assisted through the formation of special districts.
- Completed Urban Center Master Plan.
- Engaged Gateway Planning Group to assist in developing an integrated downtown vision and implementation plan for Heritage Crossing.
- Adopted downtown faade and sign enhancement incentive programs for Irving Boulevard.
- Adopted a neighborhood housing incentive program to encourage re-investment in existing housing and expanded pilot program.
- Amended the alcoholic beverage regulations to allow up to 50% alcohol sales in majority of city, 70% alcohol sales in Las Colinas Urban Center, and streamlined the application process for restaurants wanting to sell alcoholic beverages.
- Worked with developers to enhance and gain approval of many projects including Water Street, Las Colinas Station, TDI Las Colinas, AMLI/InTown Homes, FRAM North Shore, Kroger at Sixth/MacArthur, Parkside, Villas at The Studios, Las Colinas Station and Spanos II.
- Coordinated effort with property owners and businesses to mitigate the impacts of the State Highway 183 Expansion Project focused on retention and redevelopment.
- Used \$600,000 in EPA Brownfields Grant Funding to enhance the development potential of the city's Heritage Crossing Revitalization Initiative by identifying solutions to environmental concerns typical of a downtown area.

#### Effective Communications

- National and State Awards for Excellence in Government Programming

#### Environmental Practices

- Governors Community Achievement Award (Keep Irving Beautiful)
- Keep America Beautiful Affiliate Award: Second Place
- Rick Fuszek Memorial Award for Outstanding Sustainable Materials Management

#### Fiscal Responsibility

- Double AAA Bond Rating
- Gold Transparency Award

#### Health and Cost Savings

- Healthiest Employers in North Texas (Dallas Business Journal)

#### Irving as a Destination

- Seventh Fastest Growing U.S. City (Forbes)
- Three Gold Adrian Awards
- Top 50 Meeting Destinations in the U.S.

#### Leadership and Management Excellence

- Certificate of Achievement for Planning Excellence (Planning Department)
- Excellence in Programming Award – Special Event (Parks and Recreation)
- Irving Celebrates Excellence Award (Water Utilities)
- Workforce Development Award (Water Utilities)

#### Quality of Life

- Sixth Best U.S. City for Jobs (Forbes)

#### Safety

- Fifth Safest City in America

#### Technology Advancement

- Digital Cities Award for Technology

Awards & Recognition





# The Year in Numbers



Ever wondered what it takes to run and maintain the city? Throughout the year, city departments are busy not only with big projects, but also with the hundreds of other smaller things that need to get done. The results of their work provide for some interesting facts and figures about how the city is built, maintained and operated. During 2013, city employees completed **11,000 fire safety inspections** and proactively performed **5,228 health inspections**. Employees completed **6,700 asphalt repairs** and delivered **12.9 billion gallons of water**. Road crews swept **14,613 miles of streets** and added **4,500 feet of new bicycle lanes** to Irving roads. Employees helped residents to **adopt 1,571 pets** and administered **8,605 pet vaccines**. To inform and engage residents, the city posted **766 Facebook updates** and **tweeted 930 times**. Employees **cleared 28,613 warrants**. The Irving Arts Center hosted **413 programs and events**, and city employees processed more than **1,500 open records requests**. The City of Irving hosted **229 environmental events and classes** with more than **24,427 participants**. In 2013, **997 volunteers** gave more than **3,200 hours of service**. There were **12,003 tons** of debris diverted from the landfill through recycling and other efforts. The city provided recreation classes for **339,521 participants** and Irving libraries hosted programs for **66,822 participants**. Employees removed **800 incidents** of graffiti with 100 percent removed within 48 hours of reporting. More than **335 ICTN videos** were posted on YouTube, which have garnered more than **151,142 views** to date.



## Neighborhood Improvements

The city has intensified its focus on strengthening neighborhoods. This effort involves all city departments working in partnership with the community to affect positive change and improve the quality of life for residents. Here are some of the results from Housing and Human Services.

- Completed 10 home restoration projects.
- Provided down payment assistance to six first-time homebuyers.
- Constructed 16 new homes in partnership with a community organization.
- Offered in-house case management services to 189 homeless or near-homeless individuals.
- Provided rental and utility assistance to 549 homeless and near-homeless residents.
- Provided funding for 3,230 shelter days for Irving's homeless population.
- Created the Irving Community Network through the consolidation of the Poverty and Homeless Coalition, and the Human Services Council.

## Non-Compliant Apartments

Apartment and property owners are held accountable for substandard housing and non-compliant building conditions. This effort cleans up properties to increase resident safety. A four-tiered rating system on all multifamily complexes ensures that the lowest rated are made a priority focus for improvements. The Code Enforcement Department has experienced significant results in addressing non-compliant structures.

- Reduced number of multifamily properties with a Level 3 risk rating by 30% resulting in safer living conditions and improved quality of life for tenants.
- Received a 94% good or better customer service rating.
- Achieved 97% compliance on dumpster enclosure ordinance.
- Expanded educational outreach efforts to multifamily communities.

## Public Safety

Public safety enhancements continue in police, fire and animal services. These initiatives helped to continue the city's reduction in the crime rate.

- Set record low crime rate for 8 consecutive years.
- Continued Rape Aggression Defense classes to educate and instruct women in personal defense strategies and tactics.

- Reduced crime by 15% with the Belt Line/Northgate Initiative (BNI).
- Received the "Rookie of the Year Award" from the National Association of Town Watch for BNI Team's National Night Out event.
- Benefited from the donation of 6,959 hours from Irving Citizens on Patrol volunteers.
- Continued the grant funded "No Refusal" initiatives during major holidays and spring break week to deter impaired drivers.
- Continued growth of the Hispanic Citizens Police Academy.
- Held an active shooter exercise in March 2013 with cooperation from the Office of Emergency Management, the Fire Department, Irving ISD, Las Colinas Medical Center and the Texas Division of Emergency Management.
- Presented more than 310 fire safety education programs to 18,286 residents; conducted 690 school fire drills; performed 12,315 building inspections; and conducted two Citizen Fire Academies.
- Achieved below-national benchmark response time for fire equipment and EMS.
- Achieved 53% Cardiac Arrest Return of Spontaneous Circulation through Fire/EMS response.
- Inspected 99% of high-hazard occupancies for fire safety.
- Visited by 1,543 people during Animal Services' third annual Wags and Whiskers Week ending with the Pet Pawlooza event.
- Established benchmark for live-release rate with municipal agencies to an average of 84%.



Scan the code using a QR application for a look back at some of the biggest and most memorable Irving stories of 2013 in this special edition of ICTN's "City Source."